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Setup Guide for Remote Internet and Smartphone Monitoring, MyQ-See DDNS, and Email Notification

Apple Macintosh Computer

PC with Windows Operating System

iOS

Android

QC SERIES DVR & NVR MODELS

REMOTE MONITORING SETUP GUIDE

QC SERIES

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Be certain to make the most of your warranty by completing the registration form online. In addition to warranty and technical support benefits, you'll receive notifications of product updates along with free downloadable firmware updates for your NVR or NVR. Register today at www.Q-See.com!

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About this Manual

This manual is written for the QC series of Analog DVRs, AnalogHD DVRs and NVRs. It was accurate at the time it was completed. However, because of our ongoing effort to constantly improve our products, along with smartphone and router manufacturers adding and changing features on their products, it is possible that some functions may change from how they are described. We encourage you to visit our website at www.Q-see.com to check for the latest firmware updates and product announcements.

This manual covers the remote access and monitoring of your system over the Internet via a computer or mobile device. Instructions for setting up, configuringand local control of your system are contained within the **User Manual** which is included on the CD that accompanied your system and which can also be found on ***www.Q-See.com/support***. The **User Manual** will be referred to frequently within this **Remote Monitoring Guide** so it is recommended that you have that document available as well.

Throughout the manual we have highlighted warnings and other important information that will assist you in operating your new system in a safe and trouble-free manner. Please take the time to read and follow all instructions and pay attention to alerts as shown below:

IMPORTANT! Red boxes with this icon indicate warnings. To prevent possible injury or damage to the product, read all warnings before use.

NOTE! Text in blue boxes with the Information icon offer additional guidance and explanations about how to make the most out of your system.

DVRs and NVRs

The three types of systems covered in this manual use diffferent technolgies and have different capabilities, but the operating system is identical as is way you connect them to the Internet. For the purposes of this manual, the terms "DVR", "System" and "Recorder" will be used to refer to both DVRs and NVRs. If a feature is specific to either a DVR or NVR, it will be pointed out as applying to that type of recorder.

Every effort has been made to make this manual easy to understand and follow. However, if you should run into any difficulties during any of these operations, we are here for you.

QUESTIONS OR COMMENTS? CONTACT US

24/7 TECHNICAL RESOURCES, KNOWLEDGE BASE AND MORE
www.Q-See.com/Support

Version 3.0 2/20/14

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REMOTE ACCESS CHAPTER 1

In order to access your DVR remotely, you must connect it to a router or a modem. Using a router allows you to connect to your DVR from other computers on your LAN (Local Area Network) in addition to over the Web. Directly connecting to a modem makes your DVR available for connection through the Internet only.

If you are using a router and wish to access your DVR from outside your LAN either over the Internet, or from your mobile device, then that router must be connected to the Internet. The instructions below will guide you through the process of configuring your DVR for remote access. Once completed, you will be able to access and control your system using one of two addresses. You will have a local IP address usable by computers connected to the same router as your DVR. This address can also be used by wireless devices as long as they are able to also connect to your router's WiFi signal. Once you leave the area covered by your local network, you will need to use a second address to access the DVR. This is the address which will allow you to connect to your system from anywhere in the world with Internet access. And, by using Q-See's free DDNS service, MyQ-See.com (more on this later), you'll be able to do so using a conventional web address.

If you are using a router, proceed with **Section 1.1**. If you are connecting directly to the Internet via a modem then begin with **Section 1.4**.

NOTE! The minimum speed on the internet connection is 1Mbps download and 1Mbps upload for 4 and 8 channels, and 2Mbps download and upload for 16 channels. You can check the speed of your connection at both ends by going ***www.SpeedTest.net*** from both a computer attached to the same router as the DVR as well as the remote computer which you will be using.

Startup Wizard and the Remote Monitoring Quick Start Poster

If you were able to connect your computer to your network, and to the Internet, using the Startup Wizard when you powered up your DVR, you should skip to **Section 1.3 Static Internal IP Address** in order to ensure that your network address does not change in the event of a power outage.

Likewise, if you were able to successfully connect using the Startup Wizard, then the DVR was able to connect using UPnP, or Universal Plug 'n Play and your ports have already been opened. In this case, it is very important to NOT attempt to open your ports as that will cause communication errors between your DVR and the network, possibly preventing reliable remote access.

If you were unable to connect to your network, the most likely cause is UPnP being disabled, or not available on your router. Two alternate connection options are presented for PC users on the Remote Monitoring Quick Start Poster. They are also presented again in **Section 1.2 Opening Ports**, along with instructions for Maciintosh users.

1.1 CONNECTING YOUR SYSTEM TO A NETWORK

First and foremost, you will need to physically connect your DVR to a router. This router can be part of an existing network of computers, or it can be the router/modem supplied by your Internet Service Provider (ISP) to connect you to the Internet. This connection will be made by plugging the included Ethernet cable into the port on the back of the DVR marked **RJ45**. Your DVR is not designed to be connected wirelessly to a network. It is also recommended that the router that the DVR is connected to should be connected directly to the Internet rather than to another router if Internet access is desired as multiple routers can create problems with connectivity. You will also need to have a computer connected to the same router - at least temporarily - to make certain settings. If, after following the instructions you are still not able to access your DVR, please see **Section 1.7 Resolving Connection Issues** later in this chapter.

BEFORE YOU GET STARTED

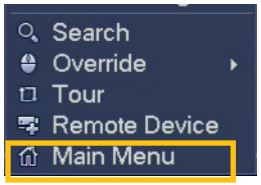
You will need to have:

- Your router's brand, model number and manual. The manual is also usually available on your router's manufacturer's website.
- The "Manuals and Software" CD that came with your DVR. It contains necessary software and links to other important programs which are mentioned in this guide.
- Your router's password (the default password should be in your router's manual).

OBTAINING AN IP ADDRESS

Each device on a network - both a LAN or the Internet - has a specific IP address. This address is what allows different devices on the network to communicate with each other. Your QC-series DVR displays its IP address in the **Network** window.

STEP 1. Select **Main Menu** from the **Shortcut Menu**.

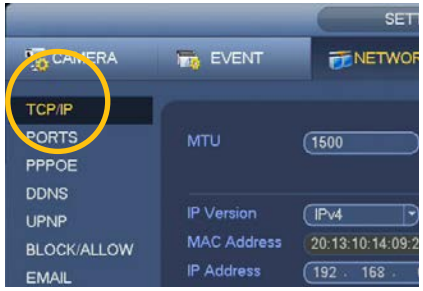


PICTURE 1-1

STEP 2. Click on the **Network Settings** icon in the **Main Menu**

PICTURE 1-2

STEP 3. Click on the **Network** icon in the **Settings Menu**.



PICTURE 1-3

STEP 4. Ensure that the box labeled "DHCP" is filled.

If it is not, please put a click on the box so that it is filled in white. Click on **Save** and then exit the window. Reopen the window to see the updated IP address.

PICTURE 1-4

STEP 5. Write down the:

1. DVR's IP Address
2. Subnet Mask, and
3. Gateway (your Router's address)

STEP 6. Exit Menu

You may now proceed to **Section 1.2 Opening Ports**. However, if you are unable to obtain an IP address from your router, please proceed to **Section 1.3 Static IP**.

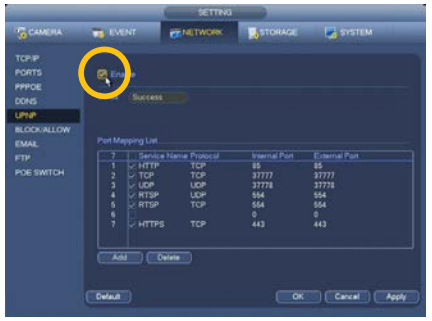
1.2 OPENING PORTS

To make your DVR accessible from outside of your local network, you have to "forward" ports 85 and 3777 through your router to your DVR's IP address. The most preferred - and easiest - method is UPnP. This is the method used by the Startup Wizard and for most users, the DVR should connect automatically. If not, we offer some other methods which should work for the majority of users. You will only need to use one of these methods - which are the same if you are using a Macintosh or Windows PC. If you are unable to connect your DVR to the Internet using any of these procedures, the likely cause is the presence of multiple routers on your network. The solution is covered in **Section 1.7 Resolving Connection Issues**.

OPTION 1: UPNP

The QC series of DVRs come configured to take advantage of the latest networking technology, UPnP or Universal Plug 'n Play right out of the box. If you have an UPnP-enabled router, you will only need to plug the DVR into your network and you will then be able to proceed to the end of this section.

Consult your router's manual to determine whether it has UPnP or not. Please note that, as of this writing, 2Wire brand routers do not have the UPnP feature. If you do not have a UPnP-enabled Router, you will have to utilize another method to forward your ports.



PICTURE 1-5

If you wish to ensure that UPnP is turned on in your DVR, go to the **Network** window as described above, select **UPnP** on the left and make sure that the **Enabled** box is checked. If it is not checked, click on the box to add the check, then click on **Save** before exiting the window. When you reopen the window, the box should be checked.

IMPORTANT! If you connect your system to your network using UPnP you should NOT forward your ports as described later in this section as it will create connectivity problems. You may skip to **Confirming that Ports are Opened**.

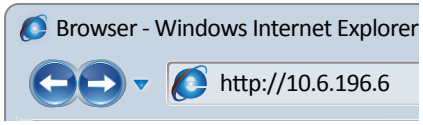
OPTION 2: OPENING PORTS USING DMZ

Accessing your router's DMZ controls:

The exact location of DMZ within the router's settings vary by manufacturer so please consult your router's manual for the location of this feature. The method for accessing your router's settings, however, is pretty standard.

NOTE! If you are an AT&T Internet or Uverse customer, you should follow the instructions laid out in Option 3 as they specifically apply to the brand of router used by AT&T.

STEP 1. On a computer connected to the same router as the DVR, open a web browser and enter the Gateway (Router's IP address) into the browser window's address bar to access your router.



PICTURE 1-6

STEP 2. Locate the DMZ settings in your router. Each manufacturer is different so please consult your router's manual for the location of this setting. Two examples are shown at right.

PICTURE 1-7

STEP 3. Enable DMZ.

STEP 4. Enter the NVR's IP address.

STEP 5. Click on **Apply** or **Save** to preserve your settings.

PICTURE 1-8

Leave your router control panel open as you will need to obtain DNS information from your router in **Section 1.5 Domain Name System (DNS)**. You should now proceed to the section entitled **Confirming that Ports are Opened**.

NOTE! Specific instructions for setting up DMZ in 2Wire, Airport, Dlink, Linksys, Netgear, and other brand routers can be found at *www.Q-See.com/Network*

OPTION 3: OPENING PORTS USING DMZ ON 2WIRE ROUTERS

Accessing your router's DMZ controls:

2Wire brand routers are currently the exclusive router used for AT&T's Uverse and other Internet servers. Their configuration protocols are different enough that you should follow these instructions rather than the generic router instructions in Option 2 if you are an AT&T customer.

STEP 1. On a computer connected to the same router as the DVR, open a web browser and enter the Gateway (Router's IP address) into the browser window's address bar to access your router.

PICTURE 1-9

STEP 2. Click on the **Settings** tab and then **Firewall**. Once in **Firewall**, click on **Applications, Pinholes and DMZ**.

STEP 3. In the Select Your Computer area, locate your DVR's IP address and click on it.

STEP 4. Scroll down to select **User Defined**.

STEP 5. Click on A**dd a new user-defined application**.

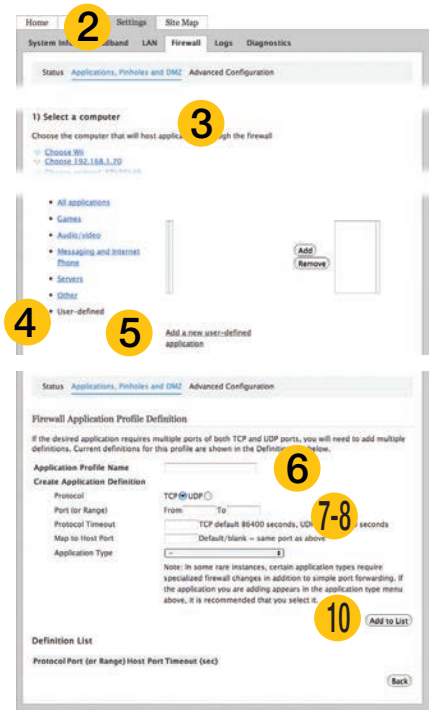
STEP 6. In the box labeled **Application Profile Name**, enter "DVR", "NVR" or another appropriate name.

STEP 7. Ensure that TCP is selected.

STEP 8. Enter 85 in the **From** and **To** boxes for **Port (or Range)**.

STEP 9. Leave the next two boxes blank to use the default settings.

STEP 10. Click on **Add to List**. Your router will require you to log in to accept the settings. If you have not created your own password for your router, it is the 10-digit System Key printed on the label on your router between the square brackets "[ ]".



PICTURE 1-10

STEP 11. Once your settings have been confirmed, repeat **Steps 8-10**, this time entering 37777 for the **From** and **To** ports.

STEP 12. Click on **Back** and then select the name you entered in **Step 6** from the list of Applications. Clicking on **Add** and then **Save**.

Leave your router control panel open as you will need to obtain DNS information from your router in **Section 1.5 Domain Name System (DNS)**.

CONFIRMING THAT PORTS ARE OPENED

To confirm that your ports have been forwarded successfully, go to ***www.canyouseeme.org*** using a computer connected to the same router as the DVR.

STEP 1. Enter “85” into the box labeled “What Port?”

STEP 2. Click on the **Check** button.

STEP 3. You should see a green “Success” message. If not, return to the DVR’s Network window and, in the Network tab, change port 85 to 81 or 83 and click Apply to save your changes before checking using that new number on CanYouSeeMe.

Browser - Windows Internet Explorer
http://canyouseeme.org/
Open Port Check Tool
CanYouSeeMe.org - Open Port Check Tool
This page will serve as a free utility for remotely verifying a port is open or closed. It
be useful for users who wish to check to see if a server or ISP is blocking certain port
Your IP: 81.919.622.24
What Port?
Check
Success: I can see your service on
81.919.622.24 on port (85)
Your ISP is not blocking port 85

PICTURE 1-11

STEP 4. Repeat for port 3777. If there is a problem with port 37777, then try 37000 in the same manner as above.

This website will also display your Public IP address near the top of the page above the box where you entered your port number. This is the number which you will use to access the NVR using a web browser or your mobile device from outside of your local network (away from the building in which your DVR is located).

NOTE! If you are successful after changing from port 85, then you will need to add that to the IP address when accessing the DVR via the Internet. If, for example, you changed to port 81 from 85, the address would now read 64.245.112.90**:81**

1.3 STATIC INTERNAL IP (NETWORK) ADDRESS

Most routers assign connected devices a random IP address that is not currently in use by another device on your internal network. With the exception of 2Wire brand routers, when a router or networked device reboots due to a power loss or other issue, the addresses will change and the port forwarding configuration will no longer work. For that reason, **unless you have a 2Wire router**, we recommend changing your NVR’s network setting to a fixed, or “static” IP address which will not change.

STEP 1. Return to the **Network Menu**.

STEP 2. Select **TCP/IP** on the left.

STEP 3. Uncheck the box marked **DHCP**.

STEP 4. Click **Save**.

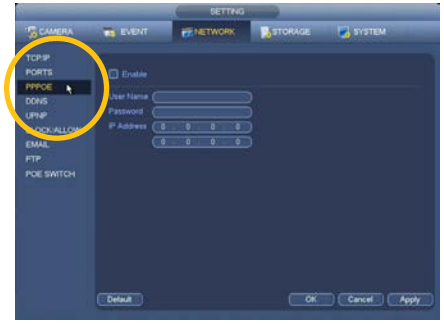
Proceed to **Section 1.5 Domain Name System (DNS)** without closing the window.

PICTURE 1-12

1.4 PPPOE

If you are going to attach the DVR directly to a DSL or cable modem instead of to a router then select the PPPOE option in the Network options. Before you proceed, you will need to contact your ISP to obtain your User Name and Password. You will not have to worry about Static IP (previous section).

STEP 1. Select the **PPOE** option on the left of the **Network Settings** window.



PICTURE 1-13

STEP 2. Click Enable

STEP 3. Input the User Name and Password provided by your ISP into their respective fields.

STEP 4. Click **OK** to save your settings. Click on **Save** in the Netwok window before closing that window.

STEP 5. Restart your DVR and return to the **PPOE** window. Your NVR will have automatically connected to the Internet and you can use the number in the IP address field to remotely access the DVR.

PICTURE 1-14

1.5 DOMAIN NAME SYSTEM (DNS)

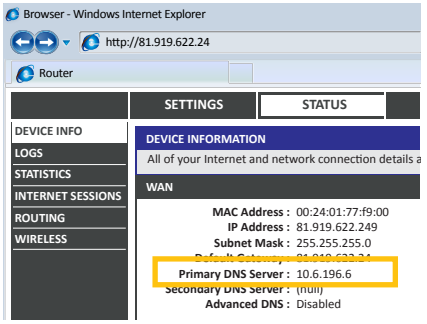
MACINTOSH AND PC USERS

Once you have completed the above sections, you are able to operate your DVR remotely. The sections below allow you to take advantage of additional features including the ability to access your DVR using a conventional domain name and having your system send out e-mail alerts. To access these functions, you will have to access your router to obtain your DNS (Domain Name System) number.

STEP 1. Return to your router's control window.

If you did not have to open your router in a previous step, simply open a new browser window and enter the Gateway address (covered in **Section 1.1**)

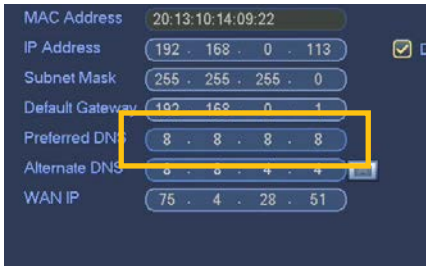
STEP 2. Locate your router's status window (may also be named "Information" or "Info", it will list the DNS number. You will only need to use the primary set of numbers - write it down for later use.



PICTURE 1-15

STEP 3. In the DVR's **Network** window, enter the DNS number in the area marked **Preferred DNS**. You do not need to have an alternate server.

STEP 4. Click **Save** to save your settings.



PICTURE 1-16

MACINTOSH COMPUTERS

In addition to retrieving the DNS info from the router, Macintosh users can get it from the computer's Network window.

STEP 1. Click on the **System Preferences** icon at the bottom of the Macintosh's screen.

PICTURE 1-17

STEP 2. Click on the Network icon.

PICTURE 1-18

STEP 3. Make sure that your network connection is highlighted in the list of connections to the right of the main part of the **Network** window and that its status reads "Connected."

The DNS server information will be shown. Write this down for use in the next section.

PICTURE 1-19

1.6 DYNAMIC DOMAIN NAME SERVICE (DDNS)

This is an optional step which allows you to take advantage of Dynamic Domain Name Service, or DDNS. Not to be confused with DNS above, DDNS allows you to enter a conventional web address when remotely logging into your DVR from outside of your network. It also allows you to avoid having to repeat Sections 1.3 and 1.5 when/if your ISP reassigns IP addresses. Q-See offers DDNS service for free at ***www.MyQ-See.com*** and your DVR is configured to accept account information from that site.

STEP 1. Open a browser window and go to www.MyQ-See.com

STEP 2. Register with the website and follow the instructions for creating a domain name. The website will display your pubic IP address and your domain name which will look like this: http://example.myq-See.com

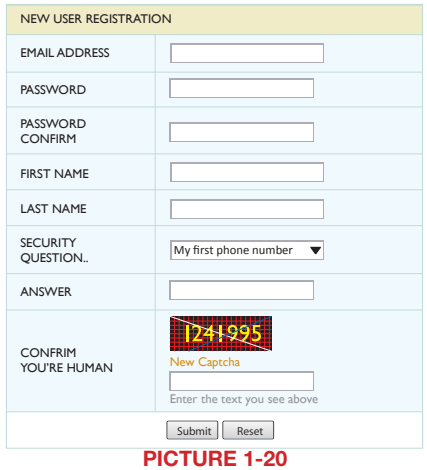
STEP 3. In your DVR, open the **Network** window.

STEP 4. Select DDNS from the list on the left.

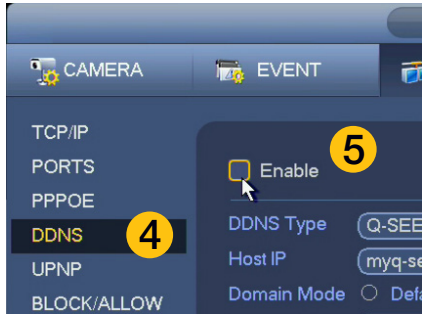
STEP 5. Check the **Enable** box.

STEP 6. Enter your account information – including the user name and password that you used when creating your domain name .

STEP 7. Click the **OK** button to preserve your settings.



PICTURE 1-20



PICTURE 1-21

PICTURE 1-22

1.7 RESOLVING CONNECTION ISSUES

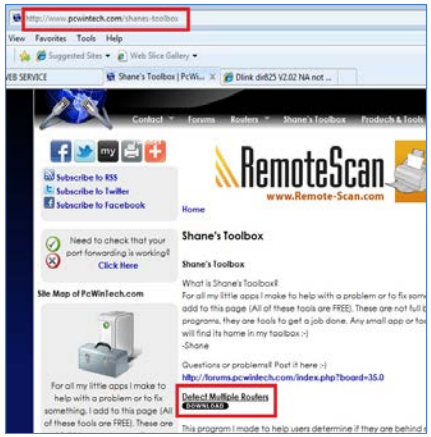
There are several hardware-related situations which can prevent the NVR's port from being properly forwarded. The presence of multiple routers or the routers not featuring UPnP or DMZ are the two most common issues.

DETERMINE THE NUMBER OF ROUTERS ON THE NETWORK

If there is more than one router between the NVR and the Internet it will block communication to and from your system. To find out the number of routers on your network, you will need to download a **FREE** router detection program.

STEP 1. Go to ***http://www.pcwintech.com/shanes-toolbox***

STEP 2. Click on **Detect Multiple Routers** to begin the download.



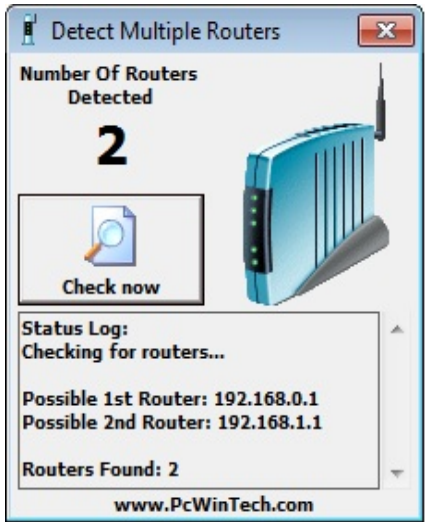
PICTURE 1-23

STEP 3. Unzip the application to install it.

STEP 4. Click on the **detect_routers** application to run it.

PICTURE 1-24

STEP 5. Click on **CHECK NOW** to detect how many Routers are in the network.



PICTURE 1-25

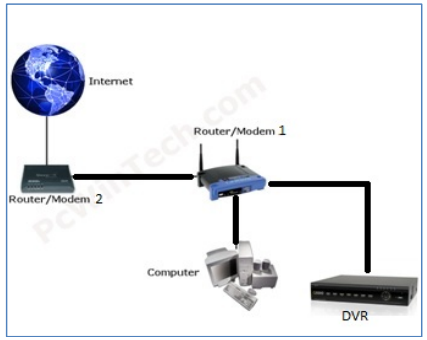
STEP 6. If there is only one router detected, and you are using UPnP, then you will need to turn off that setting and attempt to connect using DMZ as described in **Section 1.2 Opening Ports**.

If you are using DMZ, check to make sure that the UPnP option is turned off.

If Multiple Routers are Detected

If there are multiple routers, you will see a display similar to **Picture 1-26**.

If so, it may be preferable to connect your DVR and computer to the router that connects directly to the Internet. However, this is not always possible depending upon your particular situation.



PICTURE 1-26

In this case, you will need to proceed with the next section and set up DMZ in the second router to allow communications to pass through it from the first. If only one router is detected you will need to consult your router's manual.

SETTING UP DMZ IN ROUTER 2

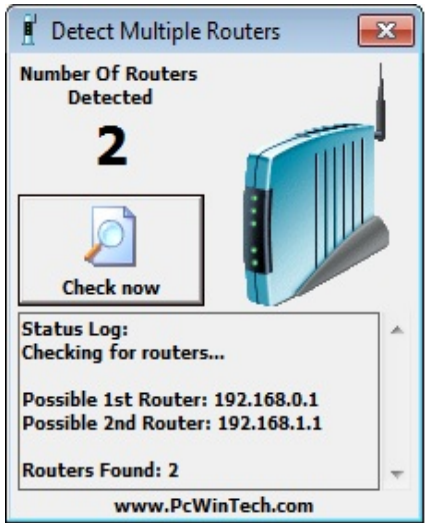
STEP 1. Login into Router 1 by putting the IP of Router 1 into the Internet Explorer browser, as in the example shown in **Picture 1-25** where the IP address of Router 1 is 192.168.0.1

STEP 2. Find the status page on the router settings that shows the WAN/ Internet IP address and write it down this WAN IP address.

STEP 3. Log into the Router 2 by putting the IP of Router 2 into the Internet Explorer browser, as in example shown in **Picture 1-26** where the IP address of Router 2 is 192.168.1.1

STEP 4. Find the **DMZ** page in the router settings.

STEP 5. Enter the WAN IP for Router 1 into the **DMZ** page and enable DMZ.



PICTURE 1-26

NOTE! If you do not have a **DMZ** setting in the router, check to see if there is a **Bridge** setting. If so, then use the **Bridge** setting instead of DMZ.

STEP 6. Save your changes.

You have forwarded the ports on the router to which the DVR is connected, to the IP address of the DVR, and set the primary router to pass the connection to this router.

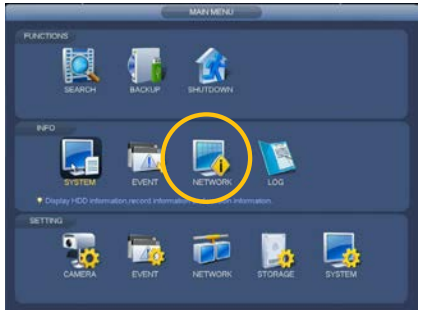
ADDITIONAL SETTINGS CHAPTER 2

2.1 ADVANCED NETWORK SETTINGS

Now that you've successfully connnected your NVR to your network and to the Internet, there are additional features which you can take advantage of. These settings allow your DVR to send out e-mail alerts as well as post images and records to an FTP site. In addition, you can see which users are online, limit online access and more.

ONLINE USERS

A list of users accessing the DVR from over the network or through the Internet is shown in **Online Users** menu which itself is found in the **Network Info** menu.



PICTURE 2-1

The user's name as well as the IP address used to access the NVR is displayed.

If you have proper system management rights (Configured in **Account**, See **Section 4.5** in the **User's Manual** for full instructions), you can disconnect or block a user. The maximum time a user can be disconnected is 18 hours (65,535 seconds).

PICTURE 2-2

BLOCK/ALLOW LIST

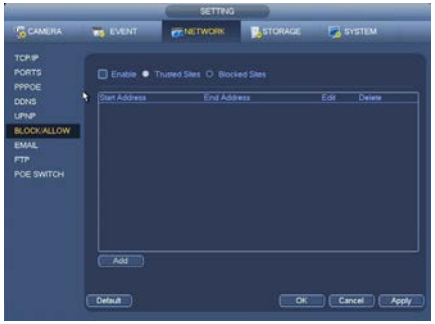
You can also improve security by controlling remote access to your DVR using the IP Filter. If you Enable **Trusted Sites**, ONLY those on the trusted list will be allowed to log into the NVR from those locations, regardless of having correct user name and password. If **Blocked Sites** is enabled then no users from those IP addresses may log in. Up to 64 addresses may be entered.

Trusted Users

STEP 1. Select **Block/Allow** from the list on the left of the **Network Settings** menu.

STEP 2. Check the **Enable** box.

STEP 3. Choose **Trusted Sites**.



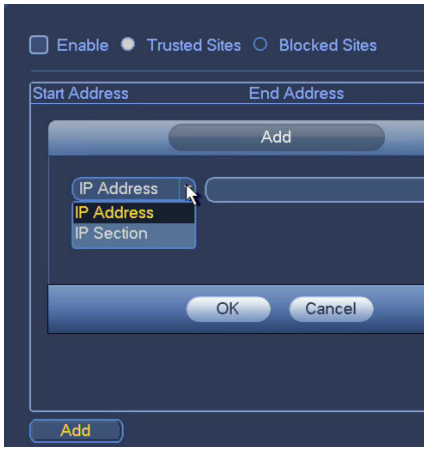
PICTURE 2-3

STEP 4. Click **Add**.

STEP 5. Enter the trusted IP addresses into the field at the top of the window and click **Add**.

Repeat for additional addresses and then select **OK** to save your list.

- If you want to block all users from an IP address, then select **IP Section** from the pulldown and enter the first two blocks of numbers for that IP address.



PICTURE 2-4

Blocked Users

This is set up the same way as **Trusted Users**. You only need to create one list or the other.

E-MAIL

Several DVR functions allow you to send out e-mail alerts when specific events occur. Configuring this feature lets you set the DVR up to send out alerts via e-mail to a single recipient. You may need to contact your e-mail provider or IT department for some required information.

- You can add two more recipient emails using the Web Client software as shown in the **Secton 3.2**.

NOTE! Depending upon your settings, the system can generate a lot of e-mail alerts. For that reason, we recommend setting up a dedicated e-mail address specifically for the system to send alert notices. If you do not have your own e-mail system (such as a corporate mail server) you should consider using a free e-mail provider. However, because many free e-mail services allow only a limited amount of e-mail traffic we specifically recommend using Google's Gmail service with its higher limit. Similarly, you will want the alert e-mails to go to a different account than the one sending them. This will ease your management of these alerts.

SMTP Server – smtp.(example).com

Port – This is the port your mail provider uses

User Name and Password – These are for the sending e-mail address and were set up when you created the e-mail account.

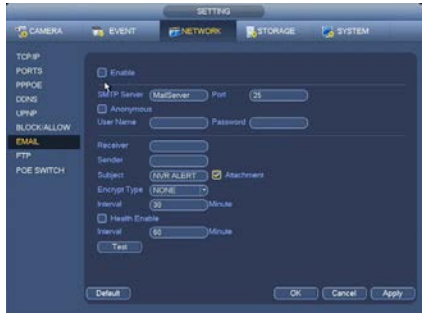
Receiver – This is the recipient e-mail account.

Sender – Example: QC DVR

Subject – This is the subject line of e-mails generated by this DVR.

Attachment – This allows the e-mail to include one or more snapshots as attachments

Encryption – The system supports SSL and TSL encryption.



PICTURE 2-5

FTP

File Transfer Protocol (FTP) allows you to securely share, manage, and distribute files over the internet. You will need to already have a server and FTP service tool to utilize this feature on the NVR.

Follow the software's instructions to set up your service, password and FTP folder. You will need to grant Write privileges to the FTP upload user.

Enter the FTP server address, port and remote directory. If the remote directory is left blank, the system will automatically create folders according to the IP, time and channel.

PICTURE 2-6

User Name and Password – This is the account information created when you set up your FTP and is used to allow the DVR to log into the server.

File Length – This is the maximum length (in minutes). Files under the maximum will upload completely. Files longer than the maximum limit will only upload to that limit and not continue. If the value is left at 0, there is no limit and the system will upload all files completely.

Image Upload Interval – This is the time taken between snapshots uploaded to the FTP.

- The lower portion of this window allows you to set up to two upload periods for each channel. Recordings made during the time(s) selected will be uploaded to the server. You can specify which type of incidents will be uploaded as well.
- Once you've completed your FTP setup, click the **Test** button to check your settings.

REMOTE MONITORING CHAPTER 3

Remote monitoring is the ability of the user to monitor and control their system from another location. This allows the user to be able to continue to maintain situational awareness without being restricted to being physically at their DVR or NVR. In the case of the latter system, this adds yet another layer of security as the NVR can be housed in a secure, off-site location while connecting to the cameras through a network connection. In this manner, it is safe from any threat of malicious activity while the owner can be on-site and still in control of his or her surveillance situation.

There are essentially two overall categories of remote monitoring: using a computer or a mobile device. Using a computer to monitor a system - regardless of the technology - adds a further layer of protection. An off-site computer can serve as a back-up recorder and, if it detects a loss of connection to the security system, it can send out an alert on its own. In cases where intruders cut the telephone/network lines, this would provide the owner with a warning that something is happening.

For the purposes of this manual, mobile remote monitoring is covered separately in the next chapter. Computer-based monitoring options are the web-based **Web Service** and the **Smart PSS** application for Mac and PC.

3.1 WEB SERVICE

This browser-based application allows you to access your system without having to download a separate program. While Microsoft's Internet Explorer 10 is the preferred browser, **Web Service** works with IE 8-11 as well as Google's Chrome, Apple's Safari and Mozilla's Firefox browsers. The latter may require the download of the Internet Explorer and Octet-Stream plugins from Mozilla's site at ***https://addons.mozilla.org***.

ACTIVEX FOR INTERNET EXPLORER

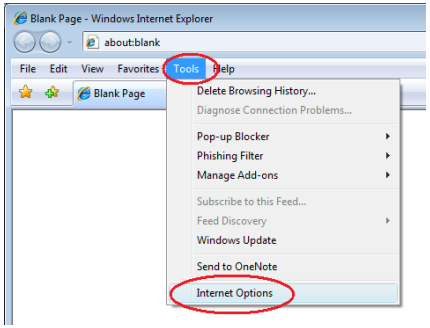
Some users may need to configure Microsoft's built-in ActiveX controls prior to logging into their DVR in order to ensure smooth operation.

Setting Up ActiveX Control

STEP 1. Open Internet Explorer

STEP 2. Click on **Tools**

STEP 3. Select **Internet Options** in the pull-down menu

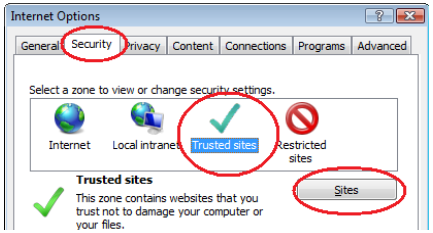


PICTURE 3-1

STEP 4. Click on the **Security** Tab

STEP 5. Select **Trusted** Sites

STEP 6. Click on the **Sites** button


Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files.
Sites

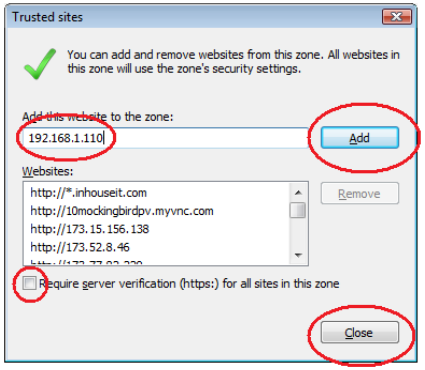
PICTURE 3-2

STEP 7. Uncheck the "**Require server verification (https:) for all sites in this zone**" button.

STEP 8. Type the NVR's IP address (obtained during **Network Setup**) or DDNS domain name into the "**Add this website to the zone:**" box.

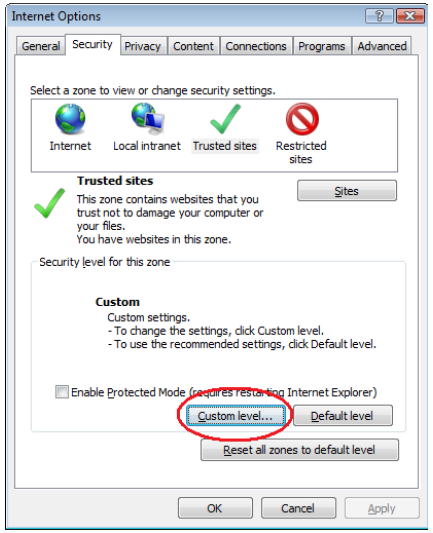
STEP 9. Click the **Add** button

STEP 10. Close the window.



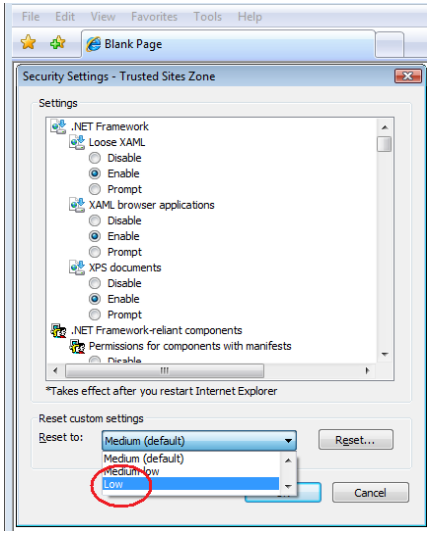
PICTURE 3-3

STEP 11. Click the **Custom level…** button.


Internet Options
General Security Privacy Content Connections Programs Advanced
Select a zone to view or change security settings.
Internet
Local intranet
Trusted sites
Restricted sites
Trusted sites
This zone contains websites that you trust not to damage your computer or your files.
You have websites in this zone.
Sites
Security level for this zone
Custom
Custom settings.
- To change the settings, click Custom level.
- To use the recommended settings, click Default level.
Enable Protected Mode (requires restarting Internet Explorer)
Custom level...
Default level
Reset all zones to default level
OK
Cancel
Apply

PICTURE 3-4

STEP 12. Pull down the "**Reset to:**" menu button and select **Low**



PICTURE 3-5

STEP 13. Click the **Reset** button

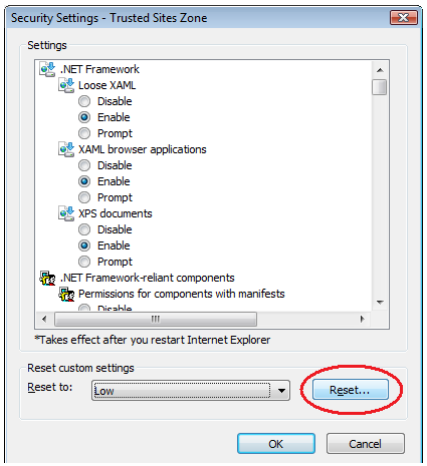
STEP 14. Click "**Yes**" when asked, "Are you sure you want to change the setting for this zone?"

STEP 15. Click **OK**

STEP 16. Click **Apply**

STEP 17. Click **OK**

STEP 18. Close Internet Explorer



PICTURE 3-6

Other Considerations

- Internet Explorer 10 and 11 have ActiveX Filtering which may need to be turned off.
- On 64-bit Windows computers, Internet Explorer 10 and 11 may need to run in 32-bit mode.

3.2 USING WEB SERVICE

The instructions below show screen shots from Internet Explorer 10 on a Windows PC. However, the Web Service looks and operates identically on different browsers. If a user running Windows Vista or Windows 7 experiences difficulty with functionality, User Account Control (UAC) may need to be disabled. UAC instructions are provided at the end of this section under "Troubleshooting."

STEP 1. - Enter the IP address or the DDNS address obtained in **Section 1.5** into an Internet Explorer window. You will see the Login screen shown in **Picture 3-20**

STEP 2. Enter the User Name and Password in the appropriate fields. The default user name and password are ***admin*** and ***admin***.

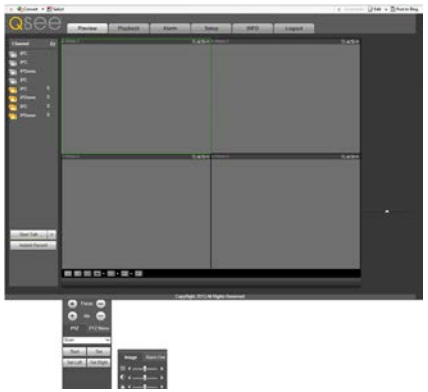
PICTURE 3-20

If you are logging in using a computer on the same local network as your system, you may select the **LAN** button for a faster, clearer data stream. If your network is slow, or if you are not on the same network as the NVR, then use the **WAN** option for better video speeds.

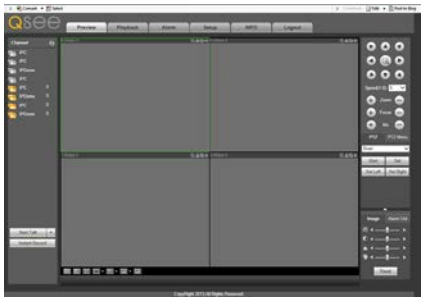
IMPORTANT! We strongly recommend that you modify your password on the DVR itself for extra security before logging into it remotely as changing the password from a PC will cause you to be logged out.

LIVE VIEWING

The Web Service interface has been updated to be compatible with Microsoft's Internet Explorer versions 8, 9 and 10. It is always possible that Microsoft may make changes in the future that will cause your display to place the Camera Controls, Picture Controls or other panels out of order, as in **Picture 3-21** rather than as shown in **Picture 3-22**.



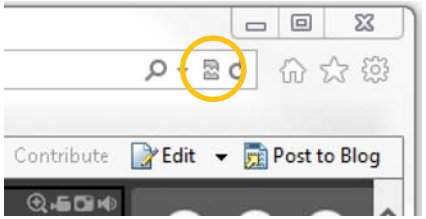
PICTURE 3-21



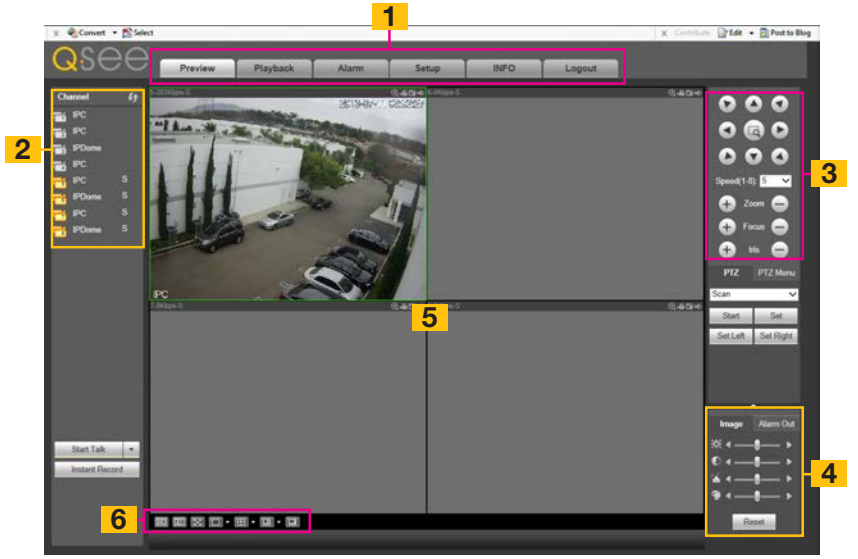
PICTURE 3-22

To resolve this issue, select **Compatibility View** in the **Tools** drop-down to the upper right of the Explorer Window.

The page will refresh, and you will have to log in again before continuing.



PICTURE 3-23



PICTURE 3-24

Within the Explorer window, the display has several sections, each with their own function.

Item #	Area	Function
1	Operations	Separate controls for DVR features including video search, alarms and logging out
2	Channel Controls	Select which cameras to display along activating bi-directional chat if available
3	PTZ Controls	Controls for any attached PTZ cameras
4	Picture Controls	Adjust hue, brightness, etc.
5	Real-Time Monitor	Live viewing of selected channels
6	Image View Options	Controls for number of channels viewable at once plus other options.

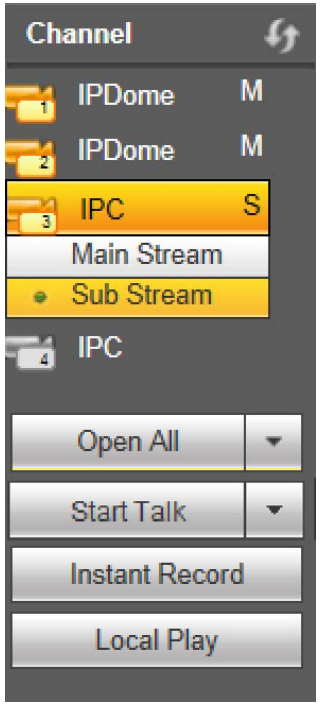
It should be noted that the screen outlined in green is the one that will be affected by any control inputs and that clicking on another screen will highlight that one instead, making it the one that will be controlled.

Operations

There are six operations that can be selected; **Preview**, **Search**, **Alarm**, **Setup**, **Info** and **Logout**. Clicking on any of these will change from the live feed from the camera(s) to a new window allowing you to set or enable options and functions. Their use will be described later in this section.

Channel Controls

In this area, you can select which cameras to view, which data stream to use, activate two-way communication with someone near a camera and play back a recorded video that has been saved on your computer.



PICTURE 3-25

Cameras - Clicking on one of the camera icons will open the corresponding channel. You may have to choose a stream (see below) before the camera's video will appear. Cameras will be numbered as they are on the DVR. In multi-camera vies, click on an empty channel before clicking on the camera icon.

Stream - When you are connected to the system on the same network (LAN), you can select whether to use the main data stream or the smaller Extra Stream (also known as a SubStream) which may provide smoother video if you have bandwidth issues. Systems on another network will only stream the substream. "M" signifies that the channel is using the main stream while "S" indicates the substream.

Open All - Opens all available cameras. Again, you may be able to choose whether you will view the main stream or the substream.

Refresh - Refreshes camera list

Instant Record - The DVR will start recording video from all cameras.

Start Talk - If you have a microphone and speaker co-located with a camera and you have a microphone connected to the input port on the side of the DVR, you can initiate a bi-directional dialog with a person near that camera. There are four options: DEFAULT, G711a, G711u and PCM

Local Play - Open and playback a recorded video file saved on your computer. The files are saved as .dav format which will require conversion to .avi format to play in another application.

The color of the camera icons indicate their status:

Icon	Status	Icon	Status
	Online/ Playing		Offline

In live view mode, a new camera can be selected by clicking on the desired screen segment and then clicking the new camera. You can re-order the layout as you desire within a multi-screen mode by clicking on a frame to highlight it and then dragging its video to another position on the screen where it will swap places with the video currently in that spot.

PTZ Controls

You must have already connected and set up one or more PTZ cameras as described in **Chapter 6 PTZ Cameras** in the **User Manual** before being able to use this function. This control panel operates just like the PTZ controls on the NVR itself.

PICTURE 3-26

While you can refer to **6.2 PTZ Control and Setup** in the **User Manual** for instructions on general PTZ operation, there are a couple of features in this control panel that should be noted:

The button at the center of the directional controls is the 3D Intelligent Positioning Key which allows you to control select Q-See PTZ cameras just by moving your mouse.

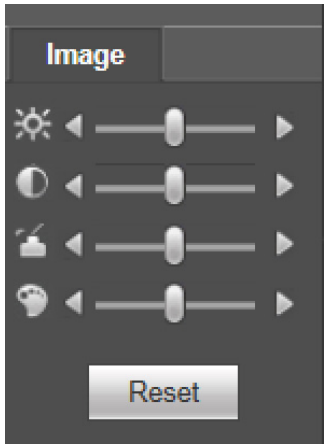
The tab labelled **PTZ** gives you access to settings to create scans, tours, preset points and etc. Also available are functions such as flip, light and wiper controls.

The tab labelled **PTZ Menu** is for use with PTZ cameras that have an internal menu with the directional controls being used to navigate within in.

Image Controls

This tab allows you to adjust the levels of the video displayed on screen. It does not affect the actual recorded video, just the on-screen display.

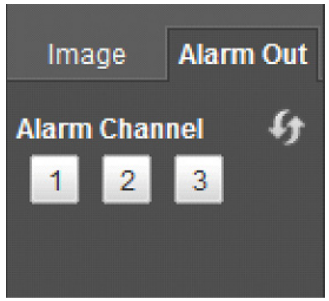
The color controls will only affect the screen view that is highlighted in green in the Real-Time Monitor window. They are, in order: Brightness, Contrast, Hue and Saturation and are adjusted by moving the respective slider. Selecting **Reset** will revert the settings to their defaults.



PICTURE 3-27

Alarm Out

You can manually activate any external alarms connected to your system by clicking on them.



PICTURE 3-28

Real-Time Monitor

Live monitoring and recorded video playback takes place in the Real-Time Monitor section of the window. The number of screens being viewed at once is set with the Image View Options at the bottom of the screen (described below), but at any time, you can double-click on any channel in multi-view mode to make it a single-screen view. Double-clicking on the screen will return it to its place in the multi-view display.

PICTURE 3-29

PICTURE 3-30

At the top of each channel's video display, there is a set of data and a set of six function buttons.

The data in the upper left shows the device's IP address, the channel and the stream rate for that channel as well as which stream it is using.

The function buttons allow you to perform operations within the display. Each button will only affect the channel it is attached to. Other channels will not be affected.

Symbol	Button	Function
	Digital Zoom	Select this button (it will highlight in white) and then click and drag within the video image to zoom in on that section. Clicking on the button again will return you to the original view.
	Local Record	When this button is selected, you will begin recording it to your computer
	Snapshot	This will take still images of the video which will be saved according to your settings in Pic Path
	Audio	Turns audio on or off if this channel has audio connected to it. This does not have any relationship to the system's audio
	Close Video	Ends the video display for that channel

Image View Options

This row of buttons along the bottom of the Real-Time Monitor area allow you to set how you will view the video feeds in addition to how many screens will be displayed simultaneously. Some settings will display more channels than a single DVR can connect to, but if you are controlling multiple DVRs of the same type using Q-See's Smart PSS software you will be able to display the signals from multiple DVRs simultaneously. When you do not have as many cameras as channels displayed, the empty channels will remain grayed out and display "No Signal" in the upper left where the IP, bitrate and channel data would normally appear.

PICTURE 3-31

The first three buttons in the row deal with image quality and size, while the remaining buttons will configure the display to show 1-36 images.

Symbol	Button	Function
HD	Image Quality	This raises or lowers the quality of the image
	Latency/Fluency	Allows you to prioritize image quality versus smoothness of the video
	Full Screen	Selecting this will expand the entire display to fill the full screen, hiding all the controls.

In the case of the **Image Quality** and **Latency/Fluency** buttons, only the channel highlighted in green will be affected.

In multi-screen mode, a channel can be clicked and dragged to another location. This is useful in those modes where one or two screens are larger than the others. The channel being replaced will move to the old location of the one that was moved.

Double clicking on a channel will bring that to single screen mode. Double clicking on it again will return to the previous multi-channel format.

PLAYBACK

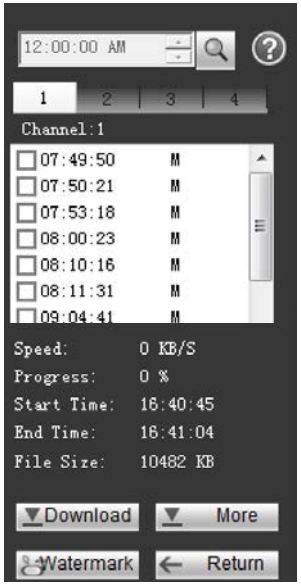
Clicking on the **Playback** tab at the top of the monitoring window will open the **Search and Playback** window. This operates along the same lines as the Search function described in **Section 3.1 Search and Playback** in the **User Manual**.

PICTURE 3-32

As with the system's **Search and Playback** window, you can search for a video record based on the timeline at the bottom of the screen or by clicking the **File List** button in the lower right portion of the window.

You can search and review up to nine channels at a time using the screen viewing mode options, also located in the lower right of the window.

When using the timeline, simply click on a colored area to start the video. In file search mode, set your start time at the top, or scroll through the list of events recorded by that channel. Click on the one you wish to view. Playback controls are provided below the viewing area. In multi-screen mode, only the channel outlined in green will be affected by the controls. As with the **Preview** window, double clicking on a channel in multi-screen mode will bring it to a single-channel view. However, double-clicking on it again will bring it to full-screen mode where it occupies the entire monitor. Double-click a third time to return it to its original position.



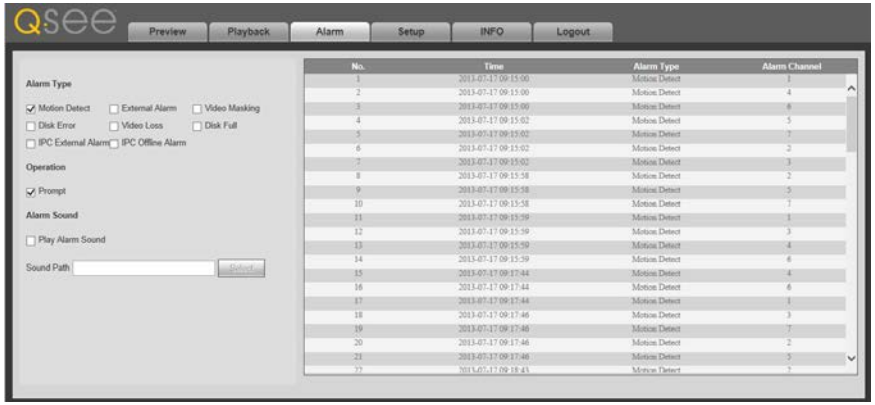
PICTURE 3-33

Checking the box next to a file in the **File List** window will allow you to download it to your computer's hard drive. Use the **More** button to more conveniently download multiple files at one time.

The **Watermark** feature allows you to "tag" a file that has been saved to your computer while **Return** closes the **File List** search. This authentication only appears during playback.

ALARM

Clicking the **Alarm** tab at the top of the screen will shift the display to the **Alarm** window where you can have the Web Service provide on-screen notifications of alarm events.



PICTURE 3-36

These settings do not affect the alarm notifications made on the system itself. Instead these are notifications made by the application. In this manner, the Web Service acts as a back up notification system. For example, if the network connection at the DVR's system is lost, and **Video Loss** has been selected, the Web Service application will alert you that it is no longer receiving video. This way, you will still receive an alert even if the DVR is not able to send out an e-mail notification.

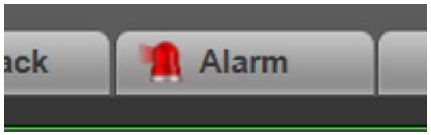
The list of alarm events will populate as they occur. The list serves as a reference to the user for a more precise video search.

Alarm Type

The alarm types include the same events that will trigger an alarm on your DVR.

Prompt

When this is selected, an animated alert icon will appear in the Alarm tab. This will appear when the user is viewing other tabs.



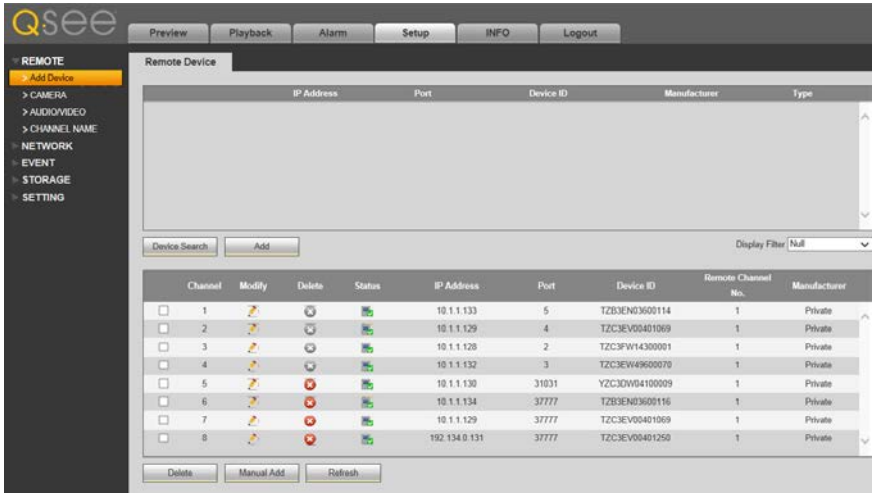
PICTURE 3-37

Alarm Sound

You may choose an audible alert using a .WAV sound file stored on your computer.

SETUP

This window allows you to make changes to the setting on both the DVR and the computer you're using to monitor it.



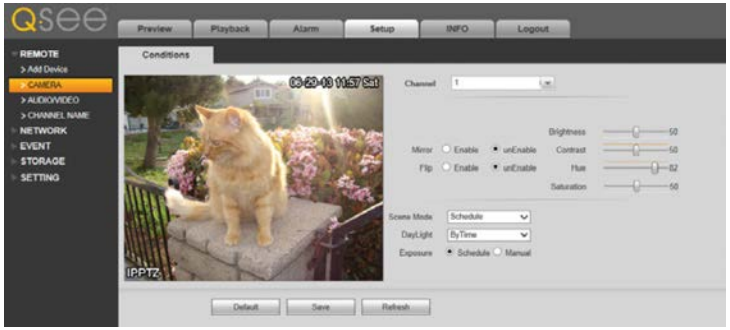
PICTURE 3-38

Depending on whether your system is a DVR or NVR, there will be four or five collapsible menus on the left side of the screen. **Remote** is for use with NVRs only, while **Network**, **Event**, **Storage** and **Setting** are common to both technologies.

Remote (NVRs Only)

Add Device - This submenu performs the same functions as the **Remote Device** window in your DVR. You can connect remote cameras to your NVR, modify their settings or disconnect them. The full operations are covered in **Section 4.5 Remote Device** in the **Users Manual**.

Camera - This submenu is the same as the **Camera Settings** window on the NVR. You can adjust the camera's levels, day/night mode and enable flip or mirror options. Further details may be found in **Section 3.4 Recording** in the **Users Manual**.



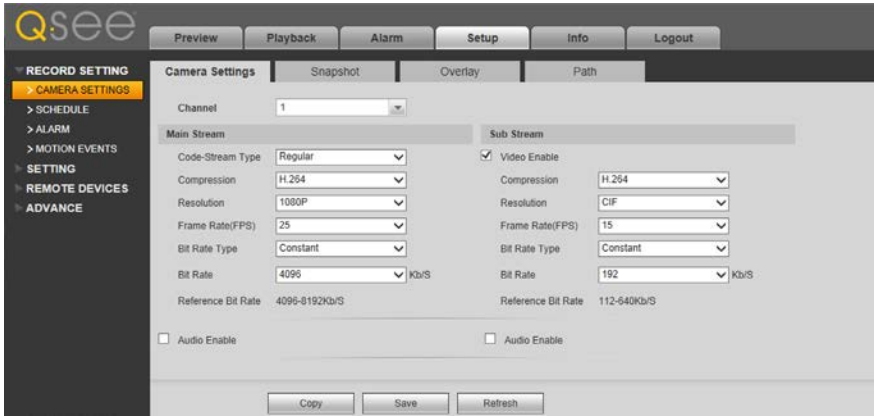
PICTURE 3-39

PICTURE 3-40

Audio/Video - This submenu contains the rest of the settings found in the **Camera Settings** window. Specific features are divided among four tabs.

Of note is the **Path** tab. This allows you to determine where snapshots and video will be saved on your computer's hard drive.

Channel Name - This allows you to customize the camera names that appear on screen.



PICTURE 3-41

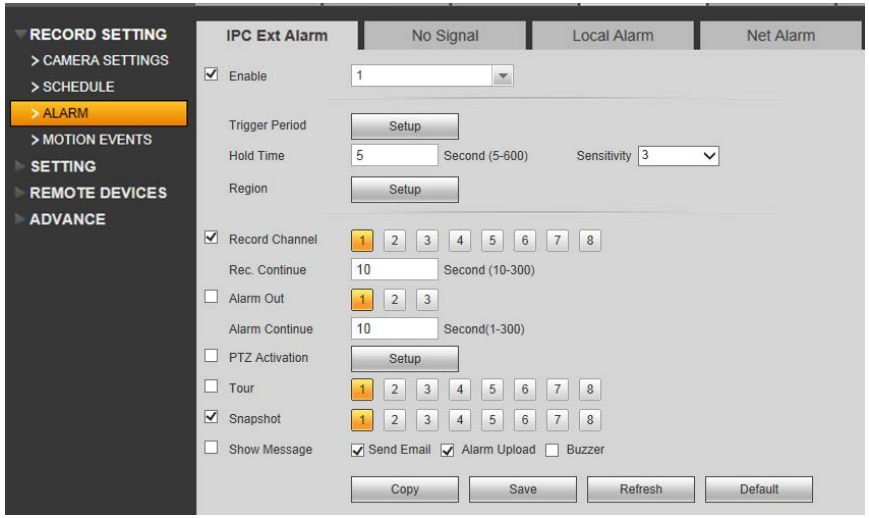
Record Setting

This menu will have three to six submenus available depending on the recorder's technology and capabilities. Not all menus listed below will appear on all models.

Camera Settings - This menu controls how the recorder deals with each camera, including resolution, framerate and more. You can set the performance for both main stream and the substream for remote viewing.

PICTURE 3-42

Schedule - This is exactly the same as the **Schedule** menu, allowing you to set up the recording mode for each camera for specific times of the day.



PICTURE 3-43

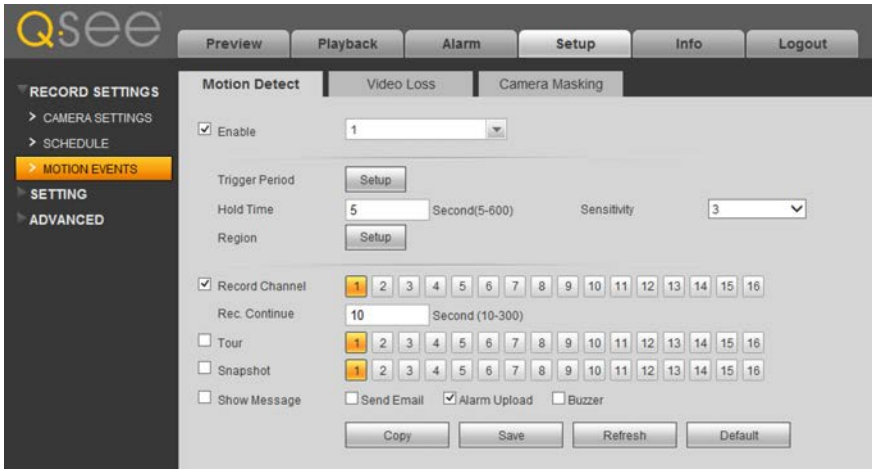
Alarm - This submenu will only appear if the recorder has alarm capabilities and will have three or four tabs depending on the type of recorder. This menu is for scheduling the alarm periods and determining how the system will react when an alarm is triggered by different types of alarm events. The **IPC External Alarm** is an NVR-only feature that handles any alarm inputs from cameras like the QCN8002B and QCN8010Z.

PICTURE 3-44

PICTURE 3-45

The next two tabs cover signal loss and alarms triggered by external sensors connected to the recorder. These tabs operate in the same manner as their respective menus on the recorder with full information covering setup of events and triggers can be found in **Sections 4.1 Camera** and **4.2 Event** in the **Users Manual**. The **Network Alarms** tab is for future software development and is not functional at this point in time.

Motion Events - This is the area where most users will make changes. This menu duplicates the **Events** menu which is found in the **Settings** menu on the recorder. This is covered in **Motion, Video Loss and Camera Masking Detection** which is located in **Section 4.1 Camera** of the **Users Manual**.

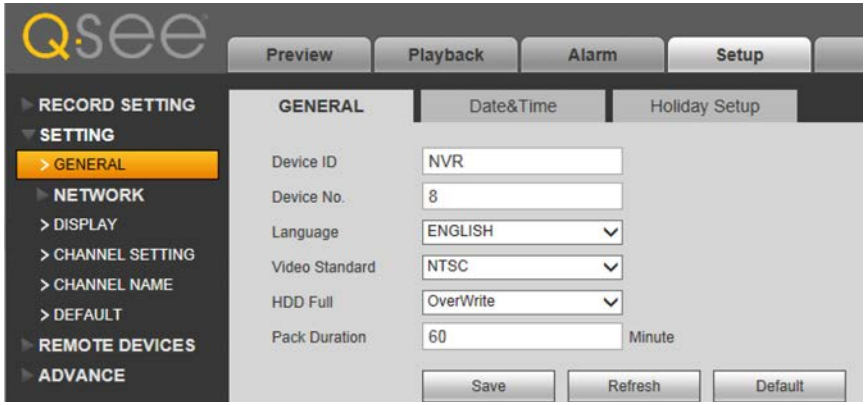


PICTURE 3-46

The three tabs operate in the same manner, allowing you to choose what action the recorder will take in the event that motion is detected, the video signal is lost or something blocks the camera. Each tab has a similar set of options available to the user allowing you to have the recorder send email alerts, take snapshots, start recording on one or more cameras and etc. Once you have made changes to the settings, click on the **Save** button. You may also copy the settings made on one channel to another channel using the **Copy** button.

Setting

This menu contains the majority of the configuration options for your system. The submenus contain the settings for network connections, your on-screen display, camera names and etc.

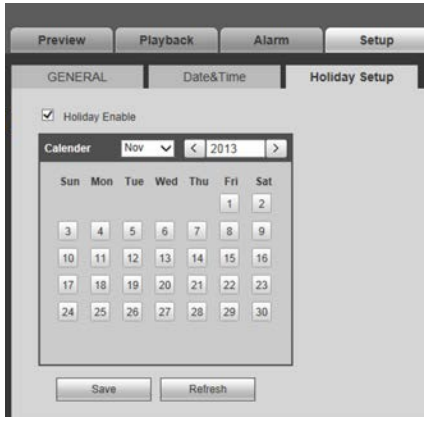


PICTURE 3-47

General - This submenu and its three tabs enable you to make changes to the basic settings on your recorder. You can change the date and time format, Daylight Savings Time settings, your time zone, how your recorder deals with a full hard drive, and indicate which dates are holidays so that your recorder will use the appropriate schedule on the proper day.

Changing the language on your recorder remotely will cause you to lose remote connection as it will have to reboot for the change to take place. You will be able to reconnect normally after a few minutes by logging in again.

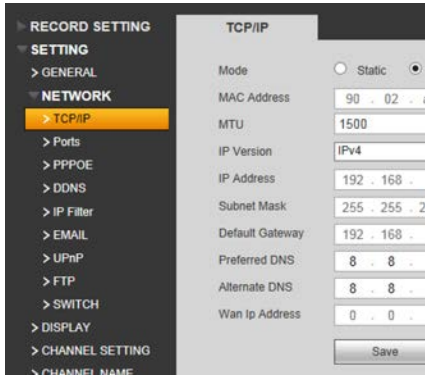
PICTURE 3-48



PICTURE 3-49

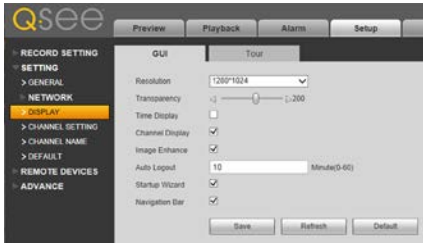
Network - This series of menus allows you to adjust your network settings in the same way that you would using the **Network** window on your system. These settings are covered at the beginning of this manual.

Please note that making certain changes, such as the IP address, ports and mode of connection can cause you to lose remote connection with your recorder. You will have to log in again using the new settings. In extreme situations, your recorder will no longer be able to stream video to your remote devices until the correct settings have been restored.



PICTURE 3-50

Display - These two tabs contain the settings for the on-screen display at your recorder, allowing you to adjust the GUI transparency, the on-screen resolution, and in the Tour tab, the on-screen rotation of the different channels. While these settings are best made at your system itself, this will allow you to remotely make corrections or adjustments if another user has made undesired changes.



PICTURE 3-51

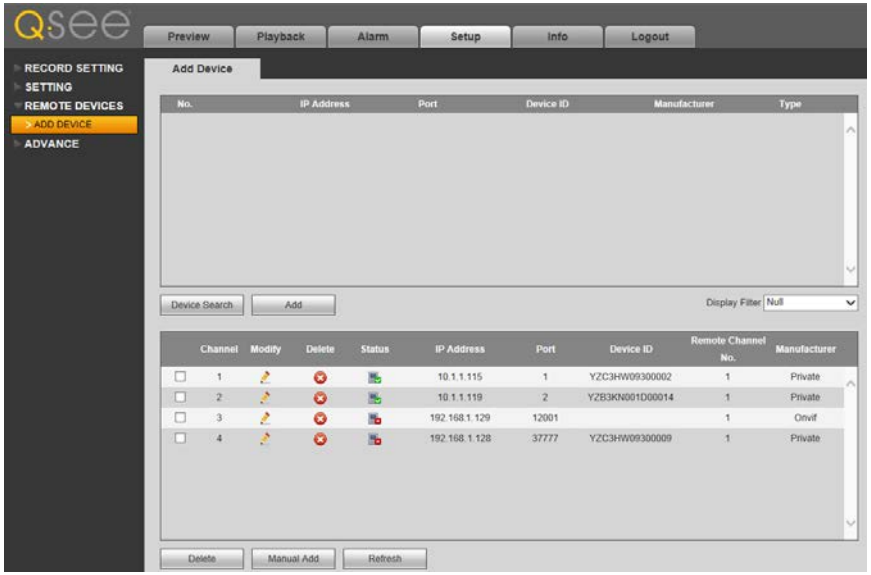
Channel Setting - You can adjust the video feed from individual cameras to compensate for the local lighting conditions.

PICTURE 3-52

Channel Name - This allows you to customize the camera names that appear on screen.

Default - Use this menu to restore factory defaults for your Network, Storage, Event, System and Add Device. Please be aware that reverting to default network settings may cause you to lose remote access to your recorder until you reconfigure your system, remote device or remote log in.

Remote Devices - Add Device This is an NVR-only function. Full instructions are available in **Section 4.1 Camera** in the **NVR User Manual** and **Section 2.4 Connecting Your Camera to a Remote Network** in the **IP Camera Manual**.



PICTURE 3-53

The same actions and methods used on your recorder are used in this menu. You will be able to add cameras that are on the same network as your DVR using the local IP search while cameras on a different network - even those that are on the same network as the computer you are currently using - will need to use the procedure for adding remote devices.

Icon	Meaning	Description
	Editable	You may edit the settings on this device by double-clicking on it
	Cannot Delete	This device is connected directly to the DVR and must be physically unplugged to be removed from this list.
	Removable	This device may be deleted from the list by checking the box next to it and clicking on the **Delete** button below.
	Device Status OK	The connected device is operating normally.
	Device Error	There is an issue with the connected device that is preventing it from operating normally.

Advance

This contains all of the additional settings that govern your recorder's internal operations including, hard drive management, recording status, user accounts and firmware upgrades.

HDD Manage - This is where you can review the status of any hard drives installed in your recorder. In addition to showing the amount of free space available on a drive, you can also change it's operation to **Read Only** from **Read/Write**. This is done if there are critical recordings on the drive and downloading them isn't an option at the present. However, if your recorder only has a single hard drive, changing it to a Read Only profile will mean that you will no longer be able to record video until you change it to Read/Write. In the **HDD Setting** tab you can add selected hard drives to a group. This option is only available on systems with multiple internal hard drives, but it allows you to assign specific channels to record onto a selected hard drive using the **HDD Channel** submenu, below.

Record Status - This window shows the current recording mode of each channel - Schedule, Manual or Off. Additionally it shows the status of that channel's extra stream (sent over the Internet) as well as whether it has been set to take snapshots. The status of each channel can be changed by selecting the appropriate radio button and then selecting **Save**. Likewise, factory defaults can be restored by clicking on **Default**.

HDD Channel - As was mentioned above, in HDD Manage, this area allows you to assign channels to be recorded on a group of one hard drive or more. Obviously, this feature will only work in systems with more than one hard drive. Please check your model's specifications to see if it will support multiple hard drives. This feature can be used, for example, when some cameras are recording all of the time while others will only record in the event of motion detection or another alert. The two groups can be assigned to record on different drives with that for the constantly-recording cameras being set to automatically overwrite when filled while the alert-only cameras record to a second drive making it even easier to locate video of the event.

Error Alert -The options in the six tabs located in this submenu allow you to enable alert messages, emails, alarm uploads and the internal buzzer on the system for disk error, missing hard drive, drive full, network disconnect, IP or MAC conflict situations.

Alert -Manage and edit user accounts. Because of the availability of a keyboard connected to your computer, it may be easier to enter user names and passwords in this window than on the recorder itself.

Auto Maintain -Like computers, your system benefits from occasional restarts to clear internal files. You can schedule this activity here. Of course, when the recorder restarts, you will be logged out of the system.

Config Backup -This offers you a way to back up your preferred configuration settings.

Upgrade-You can download firmware upgrades from our support site at www.Q-See.com/Support to your computer. You can then upload the file to your DVR through this window.

INFO

This menu contains the System Information, Log and Online User windows found in the **Info** menu.

LOGOUT

This returns you to the Login screen. You will have to enter your user name and password again to go back to viewing the DVR.

TROUBLESHOOTING: USER ACCOUNT CONTROL FOR WINDOWS

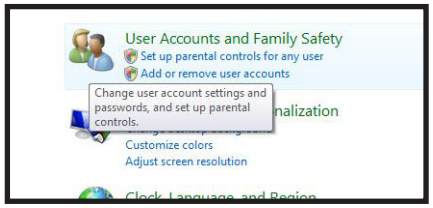
Some users of computers using Windows Vista or Windows 7 & Windows 8 operating systems may receive an error message informing of a codec that is missing or not installed. This conflict can be resolved by turning off User Account Control (UAC).

Windows Vista

STEP 1. Open the Control Panel (accessible by clicking on the Windows icon in the lower left of your screen.

PICTURE 3-54

STEP 2. Select User **Accounts and Family Safety**.


User Accounts and Family Safety
Set up parental controls for any user
Add or remove user accounts
Change user account settings and passwords, and set up parental controls.
Customize colors
Adjust screen resolution

PICTURE 3-55

STEP 3. Select "**Add or Remove User Account**."

PICTURE 3-56

STEP 4. Select the desired user account.

Control Panel ▸ User Accounts and Family Safety ▸ User Accour
Choose the account you woul
Owner
Administrator
Password protected

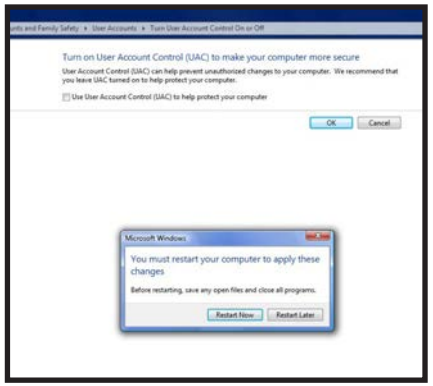
PICTURE 3-57

STEP 5. Select **Turn User Account Control on or off**

PICTURE 3-58

STEP 6. Uncheck the box next to "Use User Account Control (UAC) to help protect your computer."

STEP 7. You will then be asked to restart your computer for the change to take effect.

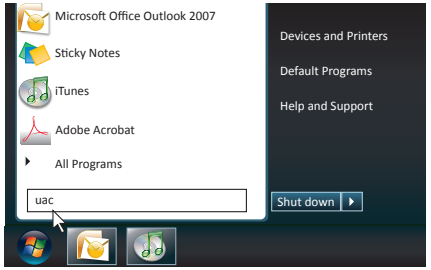

Turn on User Account Control (UAC) to make your computer more secure
You must restart your computer to apply these changes

PICTURE 3-59

Windows 7

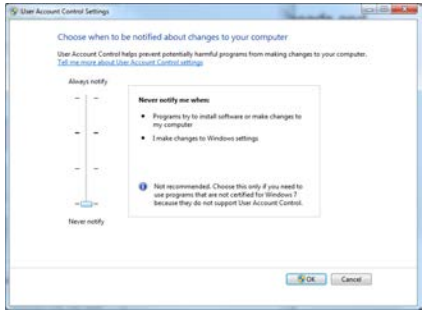
STEP 1. Open up the Start Menu (accessible by clicking on the Windows icon in the lower left of your screen.

STEP 2. Type "uac" into the search bar and hit **ENTER**. The User Account Control will open or you will be offered a link to click to open it.



PICTURE 3-60

STEP 3. Move slider to lowest setting and press **OK**.



PICTURE 3-61

3.3 PRO SURVEILLANCE SOFTWARE (PSS)

In addition to using the web-based **Web Service** method to monitor and control your system, Q-See also offers, the **Smart PSS** (Pro Surveillance Software). This free software is included on the CD packaged along with your NVR. The file is also available for free download on ***Q-See.com/support***.

Smart PSS differs from the browser-based **Web Service** in that you can monitor up to 36 cameras at one time. These cameras can be connected to a QC-Series NVR or NVR, or they can be IP cameras operating in stand-alone mode. **Smart PSS** is compatible with Windows XP, Vista, 7 and 8 or Mac OSX 10.7 and later. PC users also have the option of installing **PC-NVR** which enables the computer to be used as a security recorder and server.

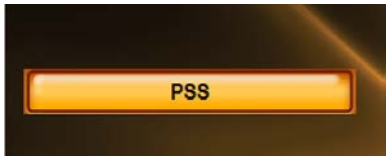
SYSTEM REQUIREMENTS

	Windows	Macintosh
OS	Windows XP, Vista, 7, 8	OSX 10.7, 10.8, 10.9
CPU	2.4GHz or Higher	2.7GHz or Higher
Display Card	Full Direct Draw	
Memory	Minimum 1GB (WinXP)	
Video Display	Minimum 1024x768	Minimum 1024x768

INSTALLING SMART PSS ON A PC

To install Smart PSS from the included CD using the menu

Click on the **Software** button in the CD's menu. Next, click on the **PSS** button. The installer will start and ask you to select a language - currently English or Chinese. By default, the installer will place the application within the Programs folder on your computer's hard drive. You can change the install location if desired. Once installed, **Smart PSS** can be launched like any other program.



PICTURE 3-62

To install Smart PSS from a download or from the CD

The latest version of **Smart PSS** can be downloaded from our support site, ***Q-See.com/support*** and it comes in a highly compressed ".rar" format for faster download. You will need to download an extraction program to be able to install PSS. One extraction program can be downloaded for free at at ***http://rarlabs.com/download.htm***

You can also access the **Smart PSS** installer directly from the CD's menu. It is located in the following directory: Software ▸ PSS - Viewer Program ▸ PSS for Windows

The installer will start and ask you to select a language - currently English or Chinese. By default, the installer will place the application within the Programs folder on your computer's hard drive. You can change the install location if desired. Once installed, **Smart PSS** can be launched like any other program.

PICTURE 3-63

INSTALLING SMART PSS ON A MACINTOSH

Smart PSS can be either installed from the included CD or downloaded from our support site, ***Q-See.com/support***. The download will be in the form of a .zip file which your computer should automatically decompress. On the CD, it will be located in the following directory: Software ▸ PSS - Viewer Program ▸ PSS for Mac. Simply drag and drop the application into your **Applications** folder - or any other desired location - on your hard drive. You may wish to create an "Alias" or shortcut on your desktop from the computers **File** menu or drag and drop the program's icon to your **Toolbar** for easy access to the program.

LOG IN

Upon launch, you will be asked to log in. Enter **admin** for both the user name and password. You can (and should) change this to ensure your security. Instructions for changing your password are included later in this section. The Admin account cannot be deleted.

IMPORTANT! Please keep in mind that this manual and other documentation are freely available for download online. Therefore it is absolutely essential that you should change the passwords on your system and any application used to access it in order to maintain the integrity of your system.

Once you have logged in, you will see the **Device Management** page. In the future, once you have added systems to **Smart PSS**, you'll be able to use the **Home** page to manage them.

PICTURE 3-64

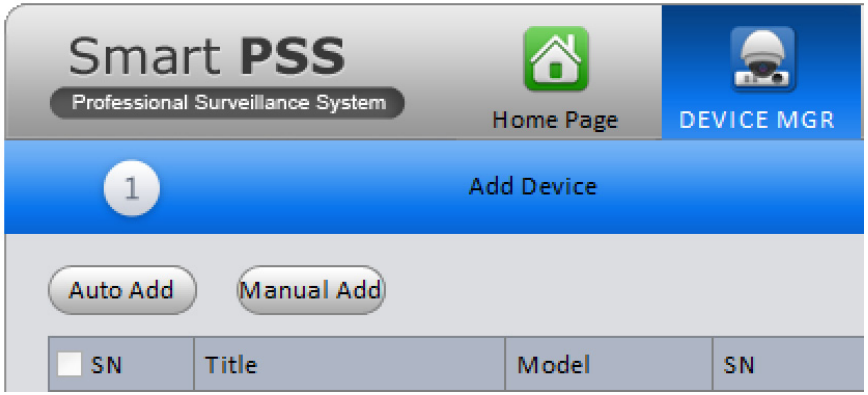
The **Device Management** page consists of two tabs: **Add Device** and **Group Manager**. The first is used to add NVRs, NVRs and IP cameras to the **Smart PSS** program, while the second tab allows you to organize them into groups for your convenience.

You can switch between the two pages as desired. The **Device Management** page can be closed, and its icon removed from the top of the **Smart PSS** program window by clicking the 'X' in the upper right of the icon. It can be re-opened by clicing on the **Device Management** icon in the **Home** page.

PICTURE 3-65

ADDING A SYSTEM TO PSS

As was written earlier, when opening **Smart PSS** for the first time, the **Device Management** page will be opened to the **Add Device** tab as well.



PICTURE 3-66

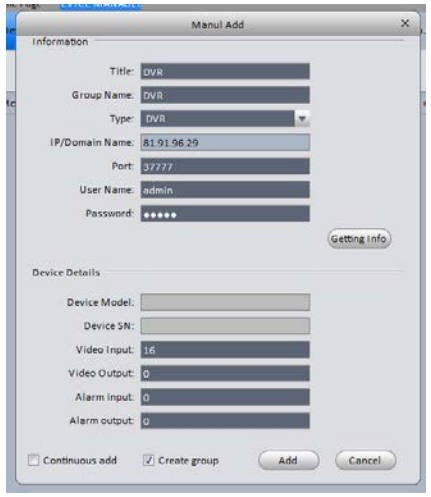
If you are adding systems that are located on the same network as the computer, click on **Auto Add**. **Smart PSS** will then search the network for any NVRs, NVRs or IP cameras that are connected. Those that are found will be added to the list of systems that are available to be added to **Smart PSS**. Select which systems to add using the check box to the left of that device's name.

PICTURE 3-67

Once you've selected the desired systems, click on **Add** to allow **Smart PSS** to manage it. If you do not see a specific system, click **Refresh** to search the network again.

For systems that are not connected to the same network as the computer you are running **Smart PSS** on, you must use the **Manual Add** button.

You'll need to manually add the information needed for the program to connect to the item.



PICTURE 3-68

Title - Name the device to make it easy to identify from the other systems you may be controlling.

Group Name - Enter the name of an established group. Or, if you've not created one yet, enter the group name and make sure that the Create Group box at the bottom of the window has been checked.

Type - Select whether the device is a NVR, NVR or IP Camera (IPC).

IP/Domain Name - This should be the public (Internet) address that you obtained when setting up your NVR (see **Confirming That Ports are Opened** in **Section 1.2** of this manual). It may also be the Dynamic Domain Name Service (DDNS) address you created in **Section 1.6**.

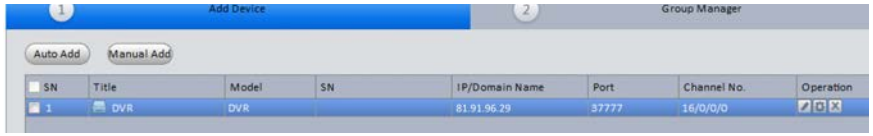
Regardless of which you choose, you will not be able to connect to the NVR using its local network address because your computer and system are not on the same network.

Port - The default for your device will be 37777, but if you've changed it during setup, then you will need to enter the correct number in this field.

User Name & **Password** - Enter the User Name and Password that you use to log into your system.

Get Info - Click on this to have **Smart PSS** query the device. Device Model and Serial Number are read-only, but they and the other fields will be auto-filled.

Once you have finished adding systems to your **Smart PSS** program, you'll return to the **Add Device** tab and will see your devices listed.



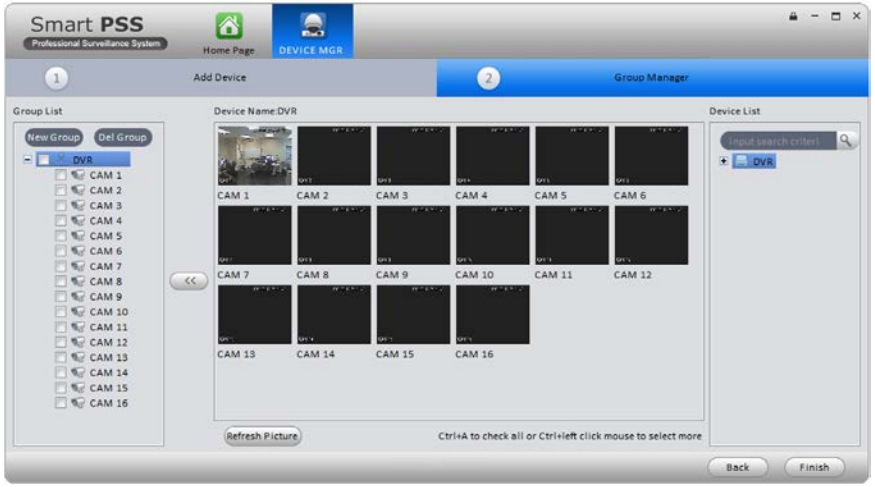
PICTURE 3-69

Clicking on one will reveal three tools under the **Operations** heading at the far right.

	Modify Opens Manual Device Addition window		**Device Configuration** Opens Device Configuration window		**Delete** Remove device

You can also remove a device from **Smart PSS** by checking the box to the left of the device's name and clicking on **Delete** at the bottom of the window.

Clicking on the **Next** button on the bottom right of the window will take you to the **Group Manager** tab. You can also switch between the two tabs simply by clicking on them.



PICTURE 3-70

Creating a Group

When you add an NVR or NVR, it will most likely be its own group. However, you can create a new group using selected cameras from multiple systems up to 36 cameras.

1. Click on the **New Group** button on the left of the window and name your new group.
2. Choose a NVR, NVR or IP Camera from the **Device List** on the right. When selected, all of that device's channels will display in the middle.
3. Select the cameras that you wish to add to your new group and then click on the **<<** button. They will appear in the group's list of cameras.
4. To add cameras from another device to this group, repeat steps 1-3.

HOME PAGE

All of **Smart PSS**' functions are accessed through its main window which is referred to as the **Home Page**. The functions are divided into three areas; **Basic**, **Extension** and **Setting**.

PICTURE 3-71

The first area, **Basic**, is where you'll find the live viewing, search and playback, and alarm events functions which are the most commonly used. **Extensions** contains features and operations not found on your system and **Setting** allows you to make changes to your NVR or NVR as if you were at the machine. Clicking any one of the icons will open up a new window within **Smart PSS**. You will be able to move between windows by clicking on its icon at the top of the window. Hovering the mouse over the icon will reveal an **X** which can be clicked upon to close that window. Only the **Home Page** window cannot be exited in that manner.

PREVIEW

Viewing live video from your connected devices takes place in the **Preview** window.

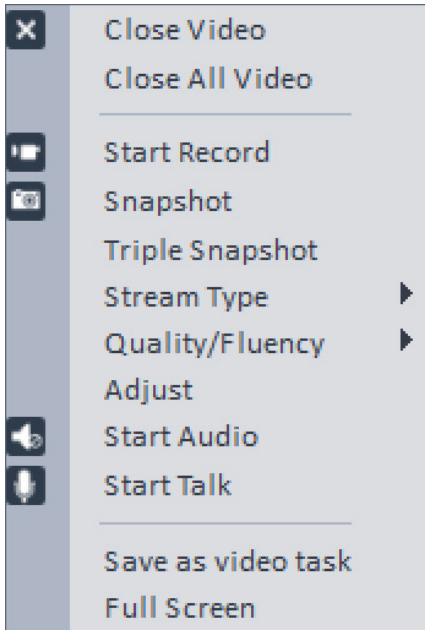
PICTURE 3-72

1	Icon Tab	Switch between windows by clicking on icons in this area.
2	Viewing Area	Shows video feed from camera
3	Active Screen	Green outline indicates which channel is active for control
4	Device List/ PTZ Tabs	Shows available groups and cameras PTZ Camera Controls
5	Information Bar	Appears when mouse hovers over camera view. Contains information about bit stream, and includes shortcut controls: Turn audio on or off Turn microphone on or off Begin/end local record (saves to computer's hard drive) Take snapshot (saved to computer's hard drive) Closes channel
6	Tasks	Allows quick access to saved tasks, such as tours, channel combinations, etc.
7	Multi-Screen Mode	Slider adjusts between single-screen view and 36-screen view with 10 configurations possible.
8	Screen Aspect Ratio/Full Screen	Change the aspect ratio (height vs. width) of the on-screen view. Click to bring window to full screen. Pressing **ESC** will return to normal window view.
9	Shortcut Menu	Gives access to additional controls and functions.

Cameras can be dragged from the **Device List** on the right of the window into a channel space where the camera's video will appear. If a camera is dragged onto a space where another camera already is, the new video feed will replace the old one. You can close the camera view by clicking on the **X** in the information bar that appears at the top of the video image when you place the mouse cursor in that area.

Shortcut Menu

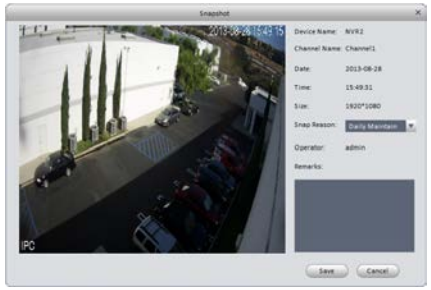
Right-clicking on any camera's screen view will open up the **Shortcut Menu**. This is a different menu than that which appears on screen in the NVR. This menu includes the same controls that are available in the **Information Bar** that appears above the screen view along with addition of expanded options and functions.



PICTURE 3-73

Close Video/Close All Video - Ends the display of the live feed from the camera(s). Does not close **Smart PSS**.

Start Record/Snapshot/Triple Snapshot - Records video or still images directly to the computer's hard drive. The save paths for these files can be set in **Files** are of the **General** setting window which is located in the bottom portion of the **Home Page**. **Triple Snapshot** will, as the name suggests, save a sequence of three images to your hard drive. When Snapshot is selected - either through the **Shortcut Menu** or the **Information Bar** - a new window will open to allow you add notes and classify the image before saving it.



PICTURE 3-74

StreamType, Quality/Fluency - These settings allow you to adjust the video stream to compensate for network and/or bandwidth issues. Your system records both a **Main Stream** - which is saved to the device's internal drive and an **Extra Stream** which is lower quality, and therefore smaller to better be sent out over a network. If you are connecting through the same network as your security system, you should be able to use the Main stream for the best quality. Likewise, if both your device and the computer are both connected to networks with good Internet connections, the Main stream should also provide best quality. However, if you regularly see breaks in on-screen movement, then switching streams may improve the quality of the on-screen video. Also be aware that viewing multiple screens at the same time can also affect the smoothness of the video they "overflow" the available bandwidth of your connection. With **Quality/Fluency**, you can choose whether you prefer higher quality images or whether smooth-flowing video is more important. None of the changes made here will affect the quality of the video recorded onto your device's hard drive.

Adjust - This will open a new window with four sliders which allow you to adjust the Brightness, Contrast, Color Saturation and Hue of that channel's video. These settings will not affect the recorded video.

Audio/Talk - If you have audio-equipped cameras, or a microphone co-located with a camera, you can listen to the audio from that equipment. Similarly, if you have a microphone connected to your computer and a speaker located near to the camera's location, you can use that to communicate. The system is not "duplex" like a telephone where you can talk and hear at the same time, but rather it is like a CB radio or walky-talky where you will need to turn off your microphone to hear any response. Depending upon network speeds, there may be a lag, or delay between the time you say something and the person on the other end will here it.

Save as Video Task - You can save a camera as a "Video Task" that will create a shortcut to that camera which can be accessed through the **Tasks** pulldown at the lower left of the **Preview** window (**Item 6** in **Picture 3-72**).

Full Screen - This will bring the camera viewing windows to full screen by hiding the control areas on the top, right and bottom. If you are viewing in a four-camera split screen, for example, the four screens will occupy the available space on the computer monitor. Press **Esc** on the keyboard or right-click with the mouse to return to normal viewing mode.

VIDEO SEARCH AND PLAYBACK

Using **Smart PSS** to search for video recorded on your NVR functions in the same manner as the search and playback function on the NVR itself.

STEP 1. Select the camera(s) you want to search. The **Calendar** below the camera list will highlight those dates with recorded video in green. The current date will be highlighted in blue. Depending on network speeds, it may take a few moments for the **Calendar** to update.

STEP 2. Select the date to review and press **Search**. The timeline at the bottom of the window will show colored blocks representing video that has been recorded.

STEP 3. Click on a colored block to begin playback. The playback controls operate in the normal manner. The slider is used to speed up or slow down the playback rate.

As with Preview mode, the screen with the green frame is considered the "active" screen for purposes of using the controls.

PICTURE 3-75

PICTURE 3-76

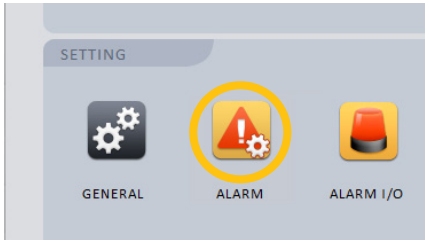
1	Device List	Choose which camera(s) you wish to search
2	Snapshot/ Record Bar	Lists recorded files. Files can be downloaded to your computer Take snapshot (saved to computer's hard drive) Closes channel
3	Calendar	Shows which days have video records
4	Download Manager	Opens list of videos saved to computer's hard drive
5	Playback Controls	Controls playback function in selected screen. Starts playback of other channels with video recorded at the same time.
6	Volume Control	Requires an microphone to be connected to that channel
7	Multi-Screen Mode	Slider adjusts between single-screen view and 36-screen view with 10 configurations possible.
8	Screen Aspect Ratio/Full Screen	Change the aspect ratio (height vs. width) of the on-screen view. Click to bring window to full screen. Pressing **ESC** will return to normal window view.
9	Timeline	Shows videos recorded on that date. Arrows to right of camera name filter results based on method of recording. Magnifying slider adjusts scale of timeline for precise selection of video

ALARMS

This section will cover all of the areas of **Smart PSS** that deal with alarms as they are interrelated. These alarms are in addition to those already set up in your system. You can determine which of those pre-configured alerts will generate a notification in **Smart PSS** and you can also create notifications and actions that will occur within the program itself. In this manner, **Smart PSS** acts as a back up, or second layer of defense for your recorder and property. If an intruder is able to get to your NVR, and the program is properly configured, you will still retain evidence and be alerted - even if the phone cable at your system's location is cut.

Alarm Setup

To begin, you will need to create the Alarm Scheme using the **Alarm Setting** window.



PICTURE 3-77

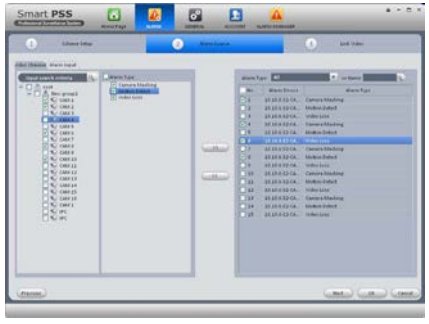
Once the window has been opened, you will need to create a name for this event, set the time of day that it will be active and the nature of the event. You can also have the computer play an audible alert and, if the E-map (described later) is configured, the camera's location will appear on screen. Click **Loop play** to have the alarm play until silenced. Setting the level is optional. You may decide, for instance, that a motion detection event in a certain area is less important (Level 5) than a similar event in another (Level 1). This will make it easier to filter alarm events when searching for a specific event.

PICTURE 3-78

After you have created an event, move to the next tab, **Alarm Source**, to select the trigger for the event. Select the trigger(s) from the list on the left of the window and click on the **>>** button to add it to the right panel. You can limit the type of alarm to just Motion Detection, Camera Masking or Video Loss, or you can have all three serve as triggers.

Lastly, in the **LInk Video** tab, select your alarm from the **Alarm Source** list on the left of the window and then choose which video source(s) you will be using. Make sure that your source is highlighted in blue or you will get an alert asking you to select an alarm source. Click **OK** to save your alarm. When you return to the Alarm list, click on **Close** to change it to **Open** in order to make it active.

If you have alarms attached to your system, repeat these steps, using the **Alarm Input** tab in the **Alarm Source** window for the trigger.



PICTURE 3-79

Alarm Manager

This window contains the logs of alarm events that have occurred. They can be filtered by level of severity if you included that when creating your alarm scheme. If events are happening at a rapid pace, check the **Stop Refresh** box to "freeze" the list.

Clicking **Display Overlay Window** will leave a small panel open on screen that will show the number of alarms, CPU usage and a volume control. It will appear above any other applications you have running.

PICTURE 3-80

Use the **Search** tab to locate alarm events in the same manner as searching for video.

Alarm Link

This is a standalone window which, when activated by selecting it from the Home Page, will pop up when an alarm is detected to show the linked video(s). It will run in the background behind any other apps until an event occurs at which time it'll pop up to appear on screen. This allows you to have an instant video notification on your computer without having to run the full **Preview** window at all times.

Alarm I/O

This allows you to group alarms together in the same manner as you can create groups of cameras using **Device Manager**. When alarms in a group are activated, they can be used to activate a siren, or other device connected to the system's Alarm Out port.

GENERAL

While most of the controls in **Smart PSS** are for operating your system remotely, the General Setting window is for controlling the program itself. There are two tabs in the **General** settings window - **General** and **File**. The first tab, **General**, lets you perform some basic housekeeping.

Network - Adjust this slider to reflect your network speed. It ranges from "WAN" to "1000M"

Log Save - This lets you set how long the activity logs are saved. Choose from 1 to 6 months.

Auto Login - When checked, **Smart PSS** will automatically log into your system when the program is launched.

Auto Login Windows - If this is enabled and the computer restarts while **Smart PSS** is running, then the computer will automatically log you back into Windows.

Auto Time Sync - If needed, you can instruct **Smart PSS** to sync to the computer's internal clock at a set time.

The **File** tab is where you set where recordings and snapshots will be saved on your computer's hard drive.

DEVICE SETUP

This window handles the functions found in the **Alarm** and **Recording** menus on your system. Clicking on any of the five icons under the **Device List** on the left of the window will open up the appropriate settings options.

PICTURE 3-81

When you have made changes, click the **OK** button at the bottom right of the window to save your new settings. You can also apply these settings to another camera by clicking on the **Use To...** button and selecting the other camera.

Audio/Video

This window contains three tabs which allow you to control the settings for the video streams, snapshot quality and quantity along with privacy masks and on-screen display.

Audio Video Stream - This tab allows you to make settings to optimize the video stream from each camera. This is the same as found in the **Camera Settings** window of your system. You can adjust the quality, frame rate, coding and other aspects of both the Main Stream, which is recorded onto the DVR as well as the Substream, which is used by mobile devices and computers over the network or Internet.

Pic Stream - You can set the quality and number of images taken when a snapshot is taken. You can apply different settings depending on whether the image is captured manually, as a result of motion detection or when triggered by an alarm.

Video Cover - This tab lets you mask up to four areas of the video as well as toggling the display of the camera name, the date and the time.

To mask an area, select a camera and its video will appear in the center left. Select whether you want the privacy mask to apply to just remote viewing, or on the NVR itself and then click on the **Edit** (pencil) button to the right to draw the privacy mask.

When managing multiple systems, it may be easier to add an identifying name to a particular channel to specify where a camera is located. These overlays are separate from those on the recorder itself. Click the **Edit** button to position the overlay where desired. The Date/Time overlay works in the same manner.

PICTURE 3-82

Recording Settings

This window replicates the Schedule window on the NVR.

Recording Plan - This tab shows the current schedule for each camera. Click on **Set** and a new window will open to allow you to set the recording mode and schedule.

Recording Control - Use this tab to adjust the pre-recording time (0 to 5 seconds) for this camera when an event occurs.

Video Check

This window is identical to the **Events** menu on the recorder. You can set how the system responds to Video Loss, Camera Masking and Motion Detection, including activating other cameras, sending out alarm notices and etc.

Pic Property

These settings allow you to adjust the on-screen appearance of the video to compensate for the lighting conditions where the camera is located. If the light changes during the day, you can set two different lighting profiles.

PTZ Control

Make changes to the PTZ camera communication protocol, bit rate, and etc. if needed.

Account

Just as you can authorize others to use your system, you can also create user accounts for others to use **Smart PSS** to observe and control any connected recorders. The process is the same as on your NVR or NVR. And, you can grant users specific permissions or limit their ability to make changes as needed.

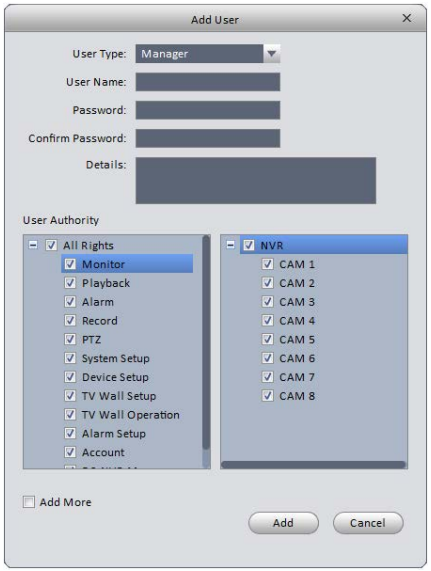
STEP 1. Open the **Account** window and select **Add** from the upper left.

STEP 2. The **Add User** window will open. Enter the new user's name and password. You will also need to set whether this user is a Manager or Operator. Additionally, you may add notes regarding this user.

STEP 3. Select which rights this user is allowed from the User Authority menu. You can also limit which cameras and devices this user has access to using the Device List on the right of the window.

STEP 4. Click **Add** to save the new account.

Select **Add More** to add additional users without closing the window.



PICTURE 3-83

You can edit or remove a user account by clicking on that user's name in the Account window and clicking on the **Edit** or **Delete** button respectively.

PICTURE 3-84

Device Parameter Configuration

This button is located in the lower left of the **Device Setup** menu and opens up the **Device Configuration** window. This window contains menus granting access to more of your system's functions . Detailed information on these funtions is contained in respective parts of the User Manual. Included menus are: **Network**, **Event Manager**, **Storage Manager**, **System Configuration** and **System Info**. Again, these menus replicate those found on your recorder.

Network - The settings for your system's connection to the network are located here. Care should be given when altering these settings as changing them could result in loss of connection to your recorder.

Event Manager - This contains the remaining settings that were not included in **Video Check**, above. You can set responses for both the recorder itself and any other networked systems. You are also able to configure the alarm responses for network conflicts, hard drive failure or full disk among others.

Storage Manager - This shows the status of your recorder's hard drive(s).

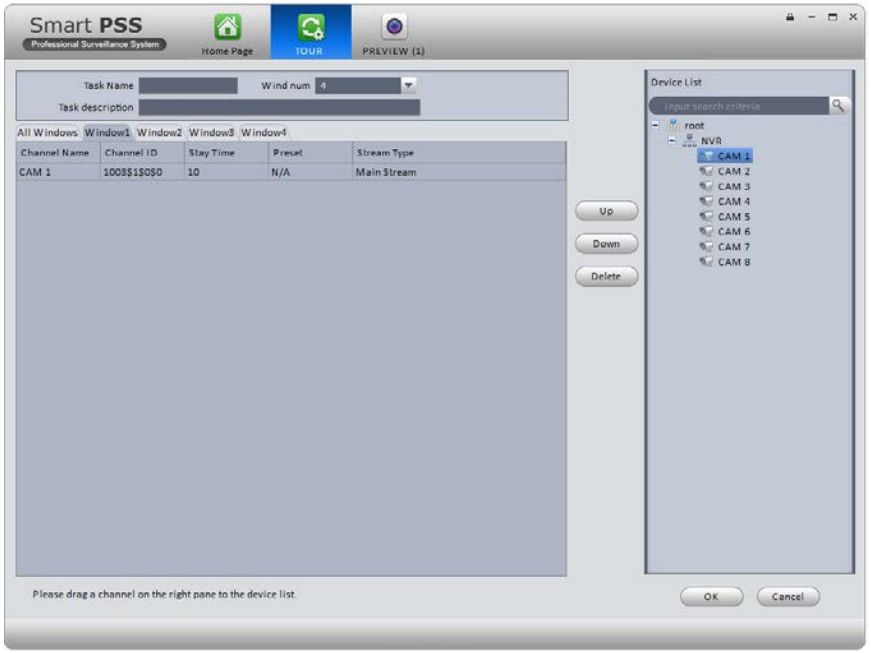
System Config - Many of these are found in your **Settings** menu on your system, including the general settings, such as the system language, date format, daylight savings time, etc. You

can also add and manage users with access to that recorder. If you are connected to a DVR, you may also add remote IP cameras to your system using the **Remote Setting** sub-menu. Note that QC systems do not make use of the Serial Interface. The Auto Maintenance option is to allow the NVR or NVR to reset on a schedule for optimal performance.

System Info - Use the **Log Information** submenu to search and download activity logs from your system.

TOUR

Just as with your recorder, you can have **Smart PSS** cycle through your cameras. In this case, those cameras can be connected to many different systems.



PICTURE 3-85

STEP 1. Determine how many screens will be displayed at once and set the **Windows Number** to the desired amount (up to 36).

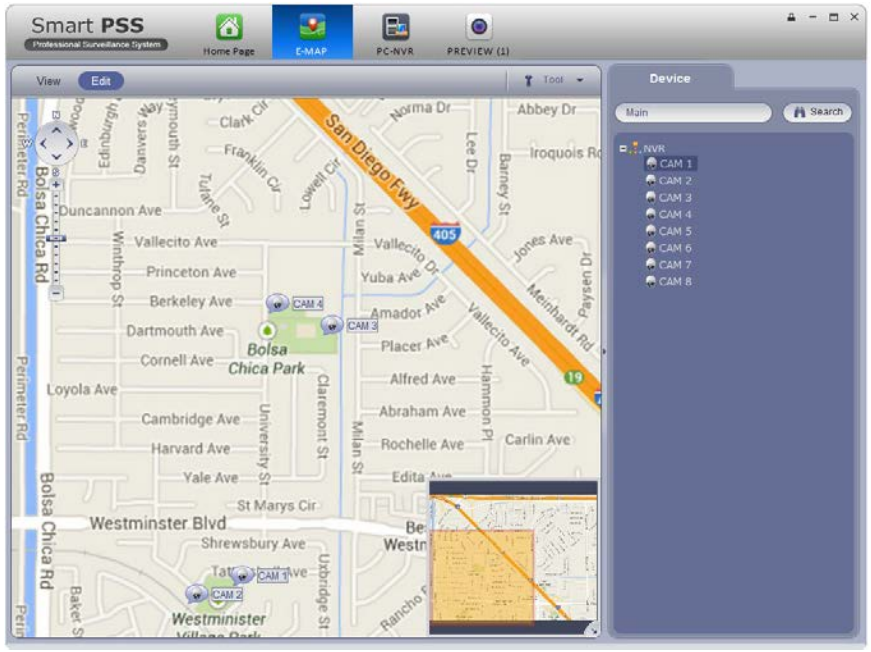
STEP 2. Name your task and add a description if needed.

STEP 3. Drag cameras from the **Device List** on the right to the desired tab. A camera can be placed in more than one tab. You can double-click on the **Stay Time** and **Stream Type** to set the amount of time this channel will stay on screen and which data stream will be used, respectively. Us the **Up** and **Down** buttons to organize the order in which each channel will appear in a window.

STEP 4. Click **OK** to save your settings.

E-MAP

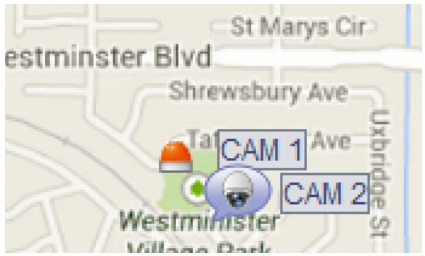
When systems and cameras are connected from multiple locations, it can sometimes be difficult to keep track of where an event is occuring. Using the E-Map feature, you can import a graphic map in .BMP, .JPG or .PNG format and place icons representing your cameras in the appropriate location. Depending on where your cameras are located, the map can be the floorplan of your building, or of a much larger area.



PICTURE 3-86

When you first select the E-Map icon, you will be asked to add a map. Once you have imported the file, it will appear in the window. Select **Edit** and then drag a camera from the device list on the right to its location on the map. While in Edit mode, you may modify or add to the map using the options in the **Tool** pulldown to the right.

If you selected Flash in E-Map option when creating your Alarm Scheme, the icon for a camera that is triggered will flash red to alert you. You can double click on either icon, or the camera's name in the device list to see its video.

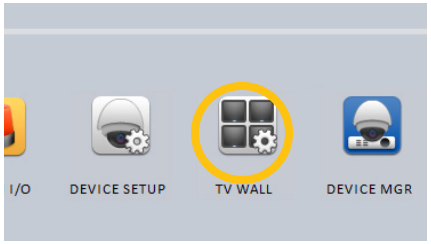


PICTURE 3-87

TV WALL

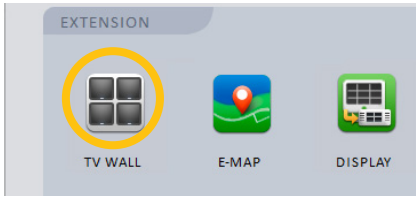
If you have a multi-screen video, or other large format display connected to your computer, you can export your camera views instead of being contrained to a single computer monitor.

The operation of your video wall will follow the same process used to set up your **Preview** screen. You can splice the video from two or more adjacent screens by selecting them (hold **Ctrl** while clicking on the screen(s)) You will need to "bind" your display to a format by first using **TV Wall** setup. If you do not see your video device shown on the left part of the screen while in the **Screen Input Binding** window, check your connections and video drivers.



PICTURE 3-88

You can create multiple combinations of screens. Each will be saved as a Task, much as with the Preview window. You can switch through Tasks from within the TV Wall extension.



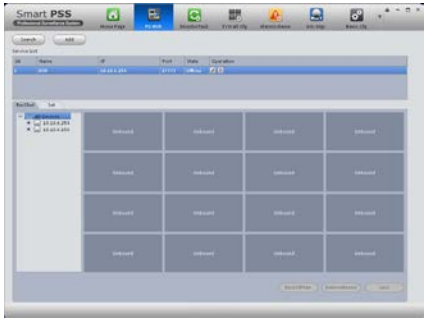
PICTURE 3-89

PC-NVR

This is an optional program that lets you use a computer as a Network Video Recorder and server. This will allow you to take advantage of some broadband connections. You will need to have installed the PC-NVR software on the computer that will be used for this purpose. Click **Add** to get started. You will be entering the Name, IP address and network port information for the computer that will be used, along with the user name and password needed to log into the computer.

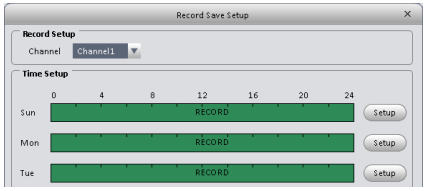
Once you have added your computer, you can add cameras by dragging and dropping them into the available screens. Set up a recording schedule for each channel using the **Record Plan** button. Click the **Copy** button to apply your schedule to another channel.

You may adjust the file packet size, network settings, user access and manage the hard drives through the Setup tab.



PICTURE 3-90

NOTE! It is best to use a separate hard drive or partition as the storage drive for PC-NVR as it will use all available space which may impact your computer's performance.



PICTURE 3-91

MOBILE SURVEILLANCE CHAPTER 4

In addition to remotely monitoring your DVR over the Internet or a local network, you can view live feeds and recorded events on your iPhone, iPad, Android mobile device, Symbian, Windows Mobile or BlackBerry smartphone using free software.

NOTE! As of this writing, the Symbian operating system was no longer being supported by its manufacturer. The apps for Symbian, the older BlackBerry operating system and Windows Mobile are provided by a third party and instructions for their use are provided as a courtesy at ***www.Q-See.com/support***

Before you can access your DVR via a smartphone, you must have completed Port Forwarding for ports 85 and 37777 as discussed in **Section 1.2 Opening Ports**.

4.1 IPHONE AND IPAD

In order to monitor your system using your iPhone or iPad, you will need to install either the Q-See QC View app for smartphones or Q-See QC View HD app if you're using a tablet. These are available for free through the Apple AppStore by searching for "Q-See." Install either one as you would any other AppStore application.

Both versions have identical functionality. The HD version for the iPad differs in that you can view 16 cameras simultaneously and the viewing resolution is greater to take advantage of the tablet's higher resolution screen.

For smartphones:

Q-See QC View
Utilities
Released Apr 28, 2012
INSTALL

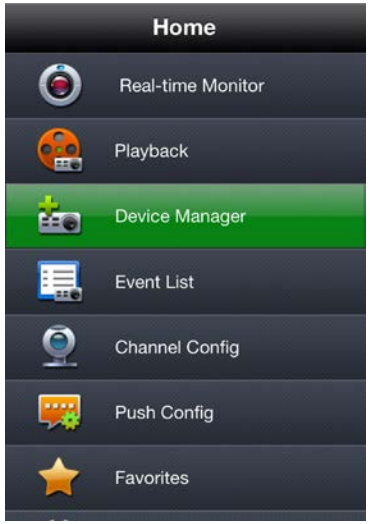
For tablets:

Q-See QC View HD
Utilities
Released May 2, 2012
INSTALL

PICTURE 4-1

STEP 1. To launch QC View, simply tap on its icon in your app menu.

STEP 2. Upon launch, the program will display its main menu. To view your NVR, you will need to add it using the **Device Manager** option.



PICTURE 4-2

STEP 3. A connection to our Demonstration system is already pre-loaded on the application. You can remove this from your list at any time, but it offers an easy option to get the feel of how to control your NVR before you begin.

STEP 4. Click on Add to begin the process of configuring QC View to access your DVR.

PICTURE 4-3

STEP 5. You will need to enter certain details in order to access your DVR. You will most likely want to set up two methods to connect to your system - one for when you're on the same network (ie; within the same building as the DVR and able to connect wirelessly to your network) as well as one for times when you're away and will be accessing using the Internet IP address.

PICTURE 4-4

NVR Title/Name: This should be a descriptive name, such as "DVR Local" or "DVR Internet" to help you utilize the proper connection method.

Server Address: Enter the LAN or Internet IP address as appropriate. If you set up a domain name with MyQ-see.com, then you can enter that name for Internet connections.

Port: 37777.

User Name: ***admin*** (by default or use whatever user ID that you set in the DVR)

Password: ***admin*** (by default or whatever password you set in the DVR)

Channel amount: This can be the maximum number of channels that your DVR has, but if your network connection is slow, you can reduce the number.

OPERATION

Once you have selected the device you wish to monitor, you are able to perform most operations on your mobile device that you can on the DVR itself or using either of the computer-based remote monitoring options. The major exception are that you cannot reconfigure your DVR using QC View and you can only record still images from your cameras onto your mobile device, but not videos.

The **Main** menu gives you access to all of the functions of QC View. Touching the device's **Return** button - whether on screen, or on a keypad - while in one window will return you back to this menu.

Initially, you will need to turn on each channel's display individually from the **Device List**. You can bring up the device list by tapping on its icon on the righ of the screen, or by double-tapping in an empty video display. Additionally, you can create a group of cameras using the **Favorites** option. Rearrange the layout by dragging a camera view to the desired area of the screen. Double-tapping on a channel will bring it to single-screen view. Double-tapping again, will return to the multi-channel display.

PICTURE 4-5

The camera feed with the green surround is the "active" channel and any actions performed using the buttons on the left of the screen will affect that channel.

Real-time Monitor: This window is where you will view the feeds from your cameras.

Audio (requires audio-enabled camera)

Snapshot (saves to Local Files)

Favorites (groups of channels)

Close Channel

Device list

PTZ Controls

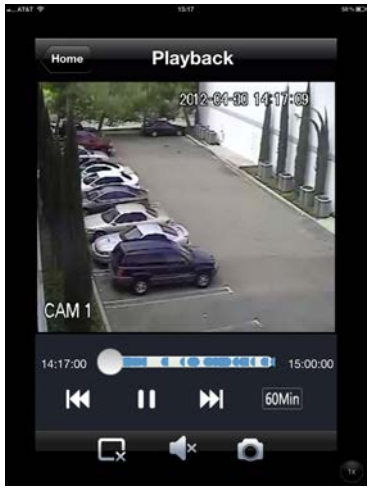
PICTURE 4-6

Playback: You can access video files recorded on your DVR.

Click on a channel to open the Device Manager to select which camera's record to view.

You will then need to select the date and the start and end times to search for the video (**Picture 4-8**).

The playback controls are self-explanatory. You can view multiple cameras simultaneously. Capture a still image using the **Snapshot** icon at the bottom of the screen. Images captured will be saved in your **Photos** folder.



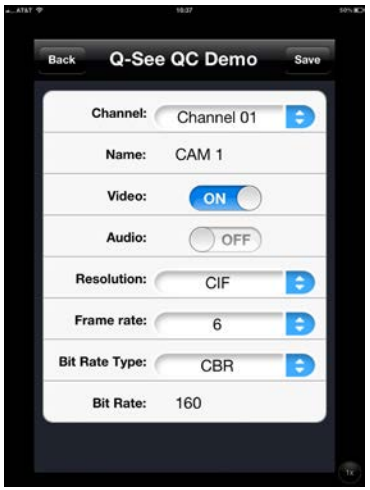
PICTURE 4-7

Playback
Start time: 2012-04-30 12:10:00
End time: 2012-04-30 15:10:00
Sat Apr 28 10 08
Sun Apr 29 11 09
Today 12 10
Tue May 1 1 11
Wed May 2 2 12

PICTURE 4-8

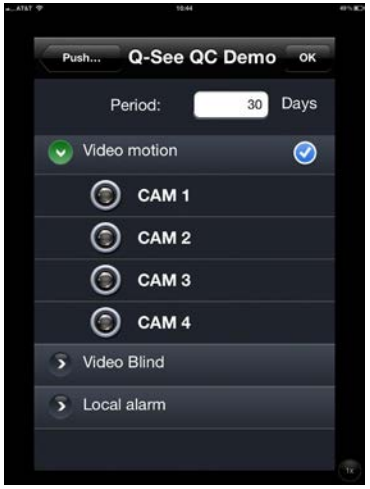
Event List: When you set up **Push Config** (below) to notify you of events such as motion detection, camera masking (video blind) or a local alarm triggered at the NVR itself, QC View will keep a log of these events which can be reviewed in this list.

Channel Config: You are able to adjust the configuration of each video channel to optimize the performance on your iPad or iPhone. These settings will not change those set on your NVR, but instead allow you to compensate for being in areas where with poor connectivity, for example.



PICTURE 4-9

Push Config: This window provides you a check list allowing you to indicate which cameras will alert you based on motion detection, camera masking, or a local alarm triggered at the NVR itself. When Push is activated, you will receive alerts on your mobile device even when you're not currently in the program. You can click on an alert and it will take you directly to video playback of the incident that triggered the alert.



PICTURE 4-10

Favorites: You may configure one or more groups of channels that you to view together using this button. These favorites can then be selected from the **Device Manager** list.

Local Config: PTZ camera configuration. Select a PTZ camera connected to your NVR for control from your mobile device. The slider sets the rotational speed. You can use the directional controls, or finger dragging on that camera's video feed, to point the camera. Zoom in or out using the controls or with your fingers.

Help: Opens the internal help documentation.

NOTE! If you like this application, please leave positive feedback in the App Store.

4.2 ANDROID

In order to monitor your system using your Android smartphone or tablet, you will need to install either the Q-See QC View app for smartphones or Q-See QC View HD app if you're using a tablet. These are available for free through the Android market by searching for "Q-See." Install either one as you would any other Android application.

Both versions have identical functionality. The HD version for the Android tablet differs in that you can view 16 cameras simultaneously and the viewing resolution is greater to take advantage of the tablet's higher resolution screen.

For smartphones:

Q-See QC View
DPSI
Free

For tablets:

Q-See QC View HD
DPSI
Free

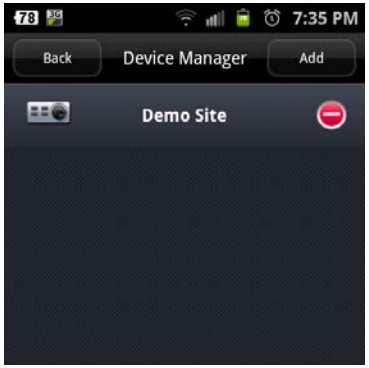
PICTURE 4-11

STEP 1. To launch QC View, simply tap on its icon in your app menu.

STEP 2. Upon launch, the program will display its main menu. To view your DVR, you will need to add it using the **Device Manager** option.

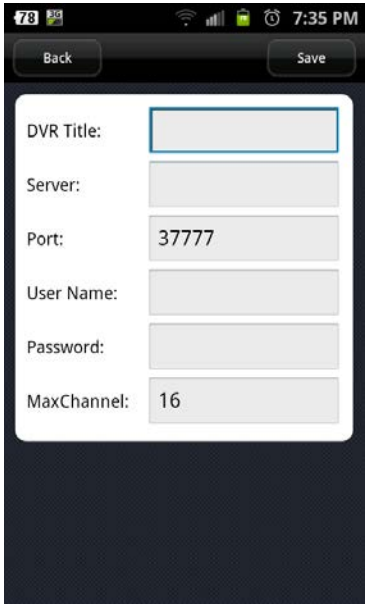
PICTURE 4-12

STEP 3. Click on Add to begin the process of configuring QC View to access your DVR.



PICTURE 4-13

STEP 4. You will need to enter certain details in order to access your DVR. You will most likely want to set up two methods to connect to your system - one for when you're on the same network (ie; within the same building as the NVR and able to connect wirelessly to your network) as well as one for times when you're away and will be accessing using the Internet IP address.



PICTURE 4-14

DVR Title: This should be a descriptive name, such as "DVR Local" or "NVR Internet" to help you utilize the proper connection method.

Server: Enter the LAN or Internet IP address as appropriate. If you set up a domain name with MyQ-see.com, then you can enter that name for Internet connections.

Port: 37777.

User ID: ***admin*** (by default or use whatever user ID that you set in the DVR)

Password: ***admin*** (by default or whatever password you set in the DVR)

Max Channel: This can be the maximum number of channels that your DVR has.

OPERATION

Once you have selected the device you wish to monitor, you are able to perform most operations on your mobile device that you can on the DVR itself or using either of the computer-based remote monitoring options. The major exception are that you cannot reconfigure your DVR using QC View and you can only record still images from your cameras onto your mobile device, but not videos.

The **Main** menu gives you access to all of the functions of QC View. Touching the device's **Return** button - whether on screen, or on a keypad - while in one window will return you back to this menu.

Initially, you will need to turn on each channel's display individually from the **Device List**. You can bring up the device list by tapping on its icon on the righ of the screen, or by double-tapping in an empty video display. Additionally, you can create a group of cameras using the **Favorites** option. Rearrange the layout by dragging a camera view to the desired area of the screen. Double-tapping on a channel will bring it to single-screen view. Double-tapping again, will return to the multi-channel display.

The camera feed with the green surround is the "active" channel and any actions performed using the buttons on the left of the screen will affect that channel.

Real-time Monitor: This window is where you will view the feeds from your cameras.

Snapshot (saves to Local Files)

Device list

Favorites (groups of channels)

Close Channel

Audio (requires audio-enabled camera)

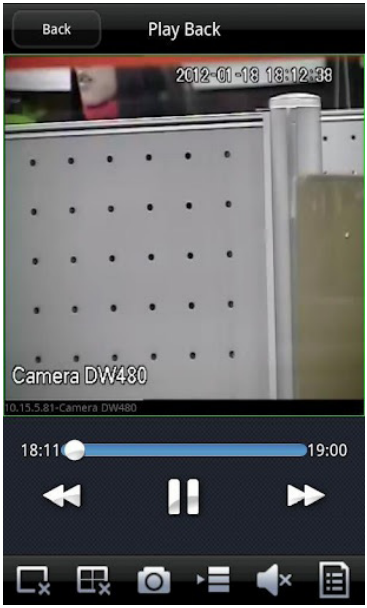
PTZ Controls

PICTURE 4-15

Play Back: You can access video files recorded on your DVR.

Click on a channel to open the Device Manager to select which camera's record to view. You will then need to select the date and the start and end times to search for the video.

The playback controls are self-explanatory. You can view multiple cameras simultaneously. Capture a still image using the Snapshot icon at the bottom of the screen.



PICTURE 4-16

Favorites: You may configure one or more groups of channels that you to view together using this button. It also allows you to select the desired group.

Local Files: Snapshots captured from the Real-time Monitor or from Playback are stored here.

Config: PTZ camera configuration. Select a PTZ camera connected to your DVR for control from your mobile device. The slider sets the rotational speed. You can use the directional controls, or finger dragging on that camera's video feed, to point the camera. Zoom in or out using the controls or with your fingers.

Help: Opens the internal help documentation.